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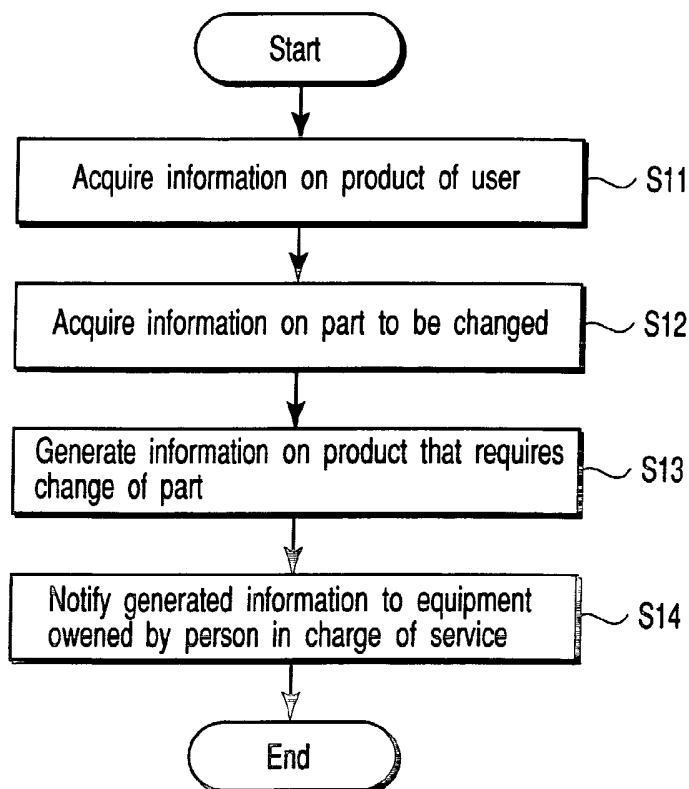
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- (71) Applicant: **TOSHIBA TEC KABUSHIKI KAISHA** [JP/JP]; 1-1, Kanda Nishiki-cho, Chiyoda-ku, Tokyo 101-8442 (JP).
- (72) Inventor: **UENO, Toshio**; 314-17, Kasanui, Hanno-shi, Saitama 357-0045 (JP).
- (74) Agents: **SUZUYE, Takehiko** et al.; c/o SUZUYE & SUZUYE, 7-2, Kasumigaseki 3-chome, Chiyoda-ku, Tokyo 100-0013 (JP).
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(54) Title: METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE VIA REMOTE MAINTENANCE MANAGEMENT



(57) Abstract: A method for coping a change in hardware accesses a product of a user through a network and acquires information on the product of the user. It further acquires information on a part to be changed, and generates information on a product that requires change of a part from the acquired information on the product of the user and information on the part to be changed.

INTERNATIONAL SEARCH REPORT

International Application No
PCT/JP 02/09169

A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 G06F17/60 H04L12/24 H04L12/26 G06F11/07

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 G06F H04L G03G

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EP0-Internal

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	DE 100 29 455 A (MITSUBISHI INTERNAT GMBH) 19 July 2001 (2001-07-19) abstract column 4, line 12 -column 5, line 58 column 6, line 54 -column 7, line 7 column 8, line 3 -column 11, line 20 ---	1-11
X	EP 0 843 229 A (CANON INFORMATION SYST INC) 20 May 1998 (1998-05-20) abstract; figures 1,16-18 column 1, line 45 -column 2, line 26 column 12, line 42 -column 16, line 13 ---	1,2,4,5, 7,8,10, 11
P,X	EP 1 182 857 A (HITACHI LTD) 27 February 2002 (2002-02-27) abstract; figures 3,4 paragraphs '0033!', '0034! ---	1-11
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☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

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Date of the actual completion of the international search

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Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,
Fax: (+31-70) 340-3016

Authorized officer

Hopper, E

INTERNATIONAL SEARCH REPORT

International Application No

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5 459 552 A (OHIRA TADASHI) 17 October 1995 (1995-10-17) abstract; figure 1 column 7, line 49 - line 56 -----	1-11

INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No
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