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United States Patent [19]

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Wahlquist et al.

[45] Date of Patent: **Nov. 22, 1994**

[54] **SYSTEM FOR PERFORMING REMOTE COMPUTER SYSTEM DIAGNOSTIC TESTS**

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[57] ABSTRACT

[21] Appl. No.: **951,724**

A method for performing remote diagnostics on a personal computer system in which the user calls a help desk representative who creates a computerized case file which includes modem telephone numbers, call and computer identification information. The representative also selects specific diagnostic tests, resident on the user's diagnostic disk, to be run on the user's computer. The representative creates a batch job which causes a computer to connect to the user's computer via modem and instructs the user's computer to perform the selected tests. The telephone connection is then broken. The user's computer reconnects with the help desk computer on completion of the tests and reports the result to the help desk representative. The representative then reviews the files and calls the user with recommendations. Certain necessary files can then be downloaded using a similar procedure.

[22] Filed: **Sep. 25, 1992**

[51] Int. Cl.⁵ **G06F 11/00**

[52] U.S. Cl. **395/575; 371/16.1**

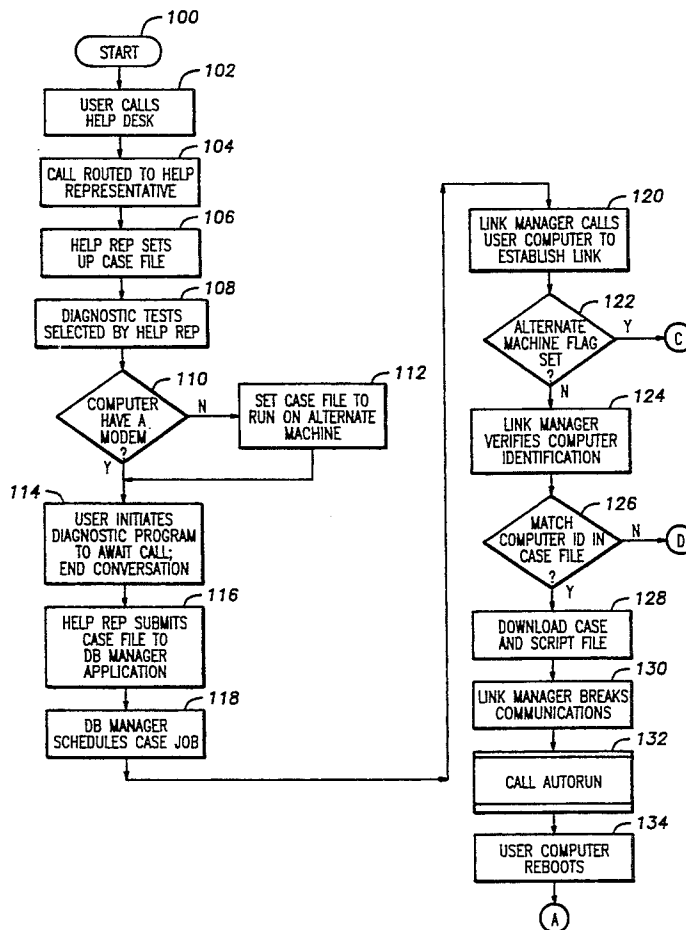
[58] Field of Search **395/575; 371/16.1, 15.1, 371/29.1**

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14 Claims, 5 Drawing Sheets



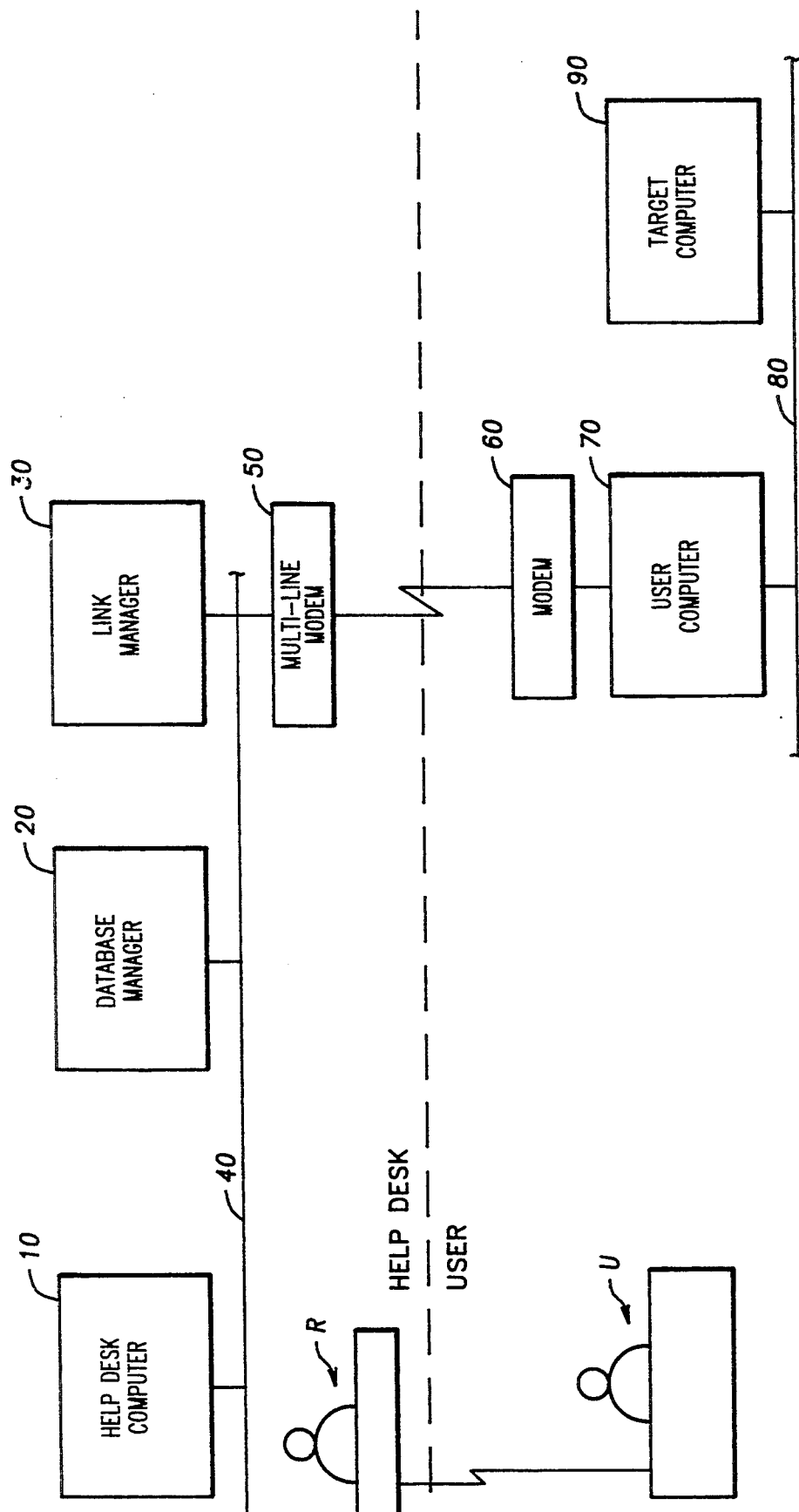


FIG. 1

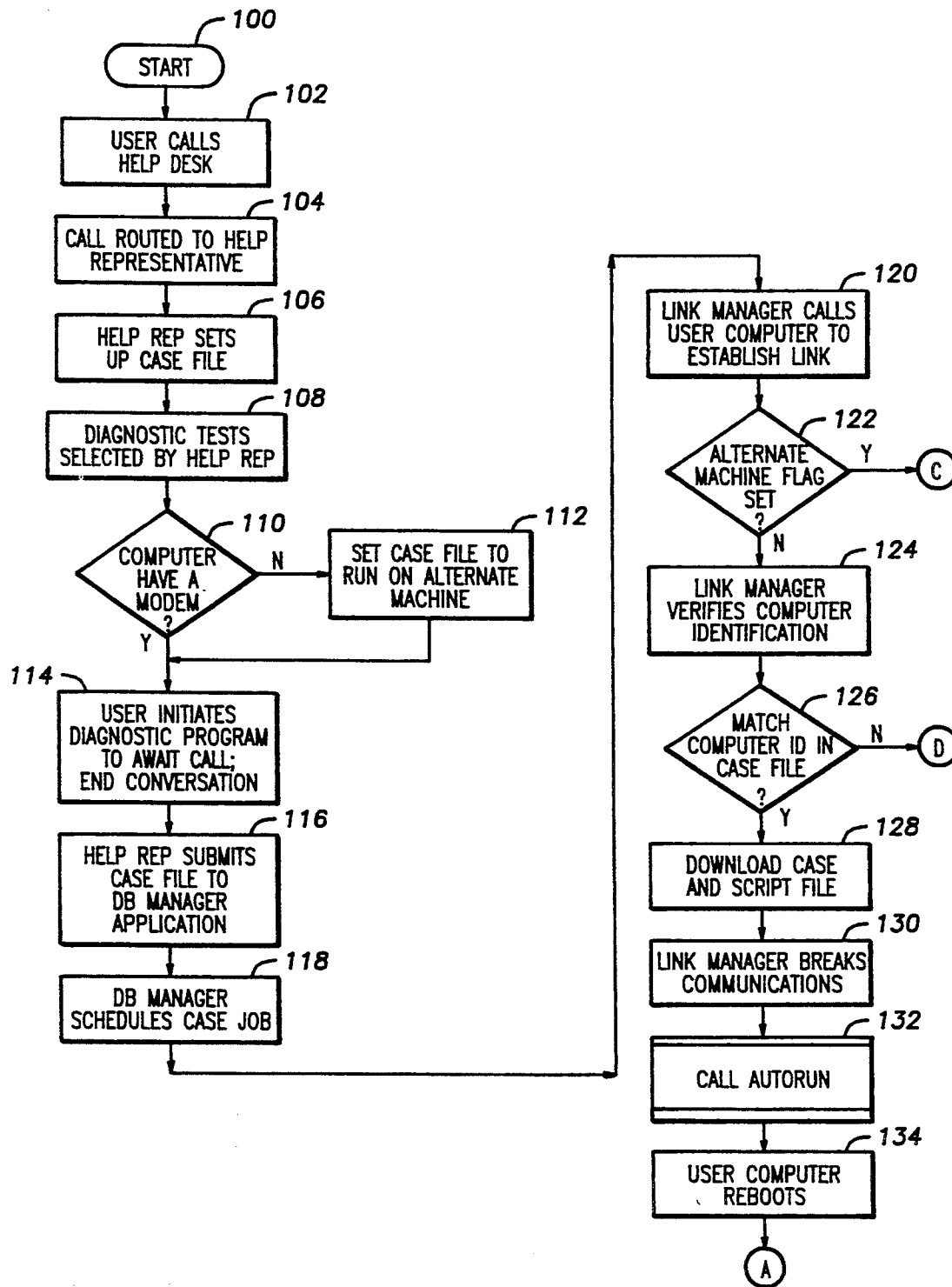


FIG. 2A

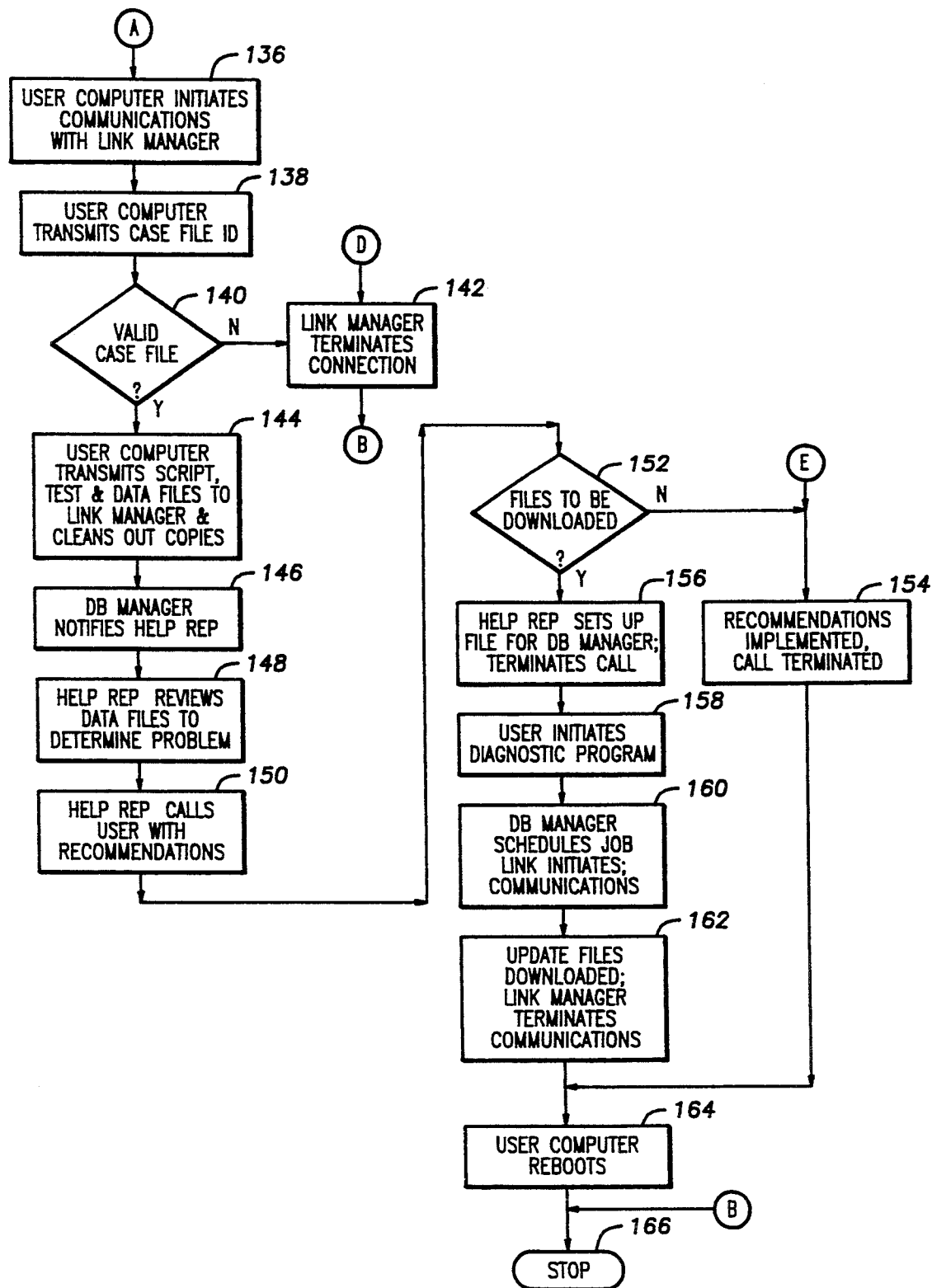
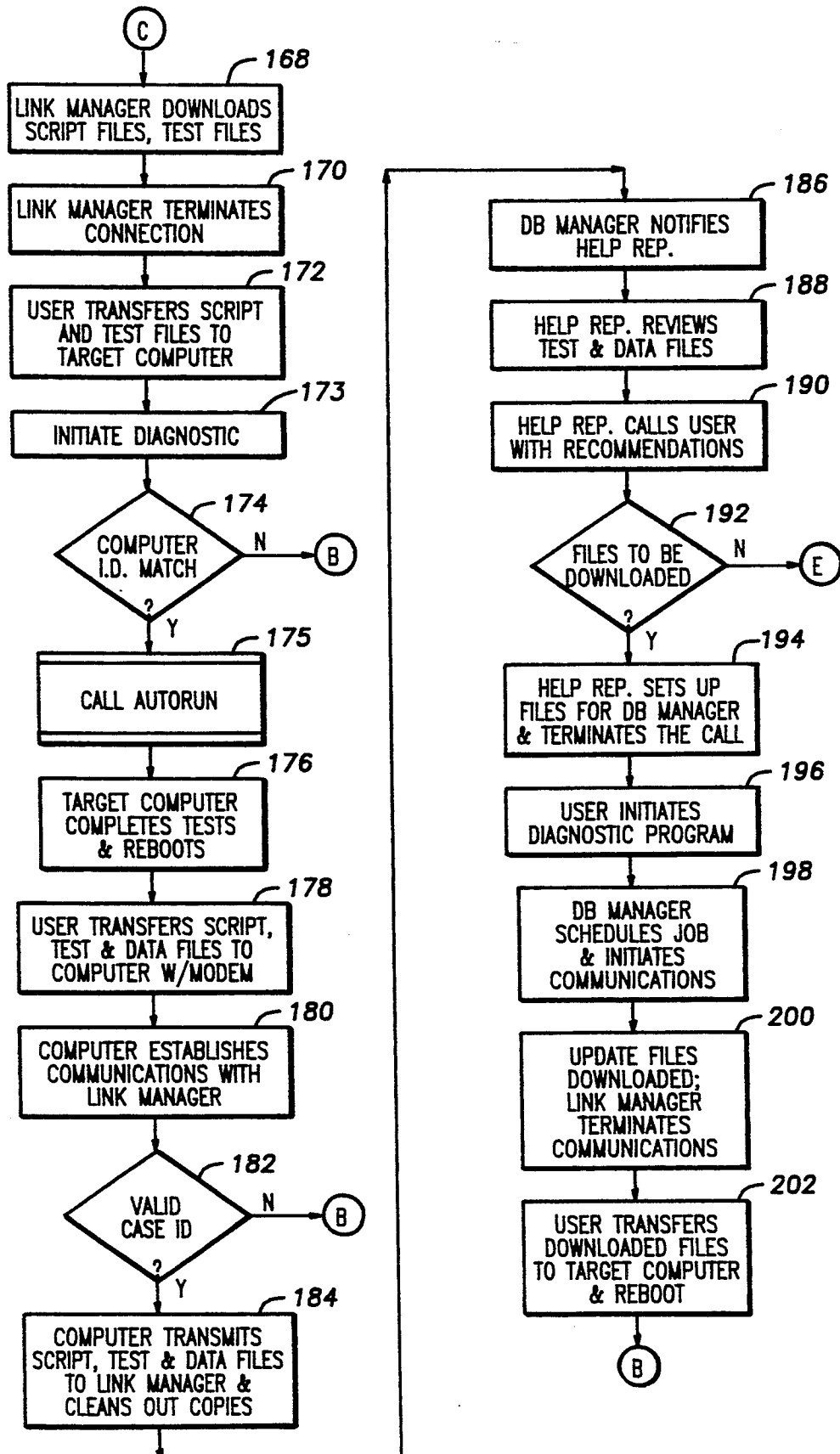


FIG. 2B



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