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INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification 5 : G06F 15/00 — A1

(11) International Publication Number: WO 92/02880

(43) International Publication Date: 20 February 1992 (20.02.92)

(21) International Application Number: PCT/US91/05062

(22) International Filing Date: 17 July 1991 (17.07.91)

(30) Priority data:
562,046 — 2 August 1990 (02.08.90) — US

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(81) Designated States: AT, AT (European patent), AU, BB, BE (European patent), BF (OAPI patent), BG, BJ (OAPI patent), BR, CA, CF (OAPI patent), CG (OAPI patent), CH, CH (European patent), CI (OAPI patent), CM (OAPI patent), DE, DE (European patent), DK, DK (European patent), ES, ES (European patent), FI, FR (European patent), GA (OAPI patent), GB, GB (European patent), GN (OAPI patent), GR (European patent), HU, IT (European patent), JP, KP, KR, LK, LU, LU (European patent), MC, MG, ML (OAPI patent), MR (OAPI patent), MW, NL, NL (European patent), NO, PL, RO, SD, SE, SE (European patent), SN (OAPI patent), SU, TD (OAPI patent), TG (OAPI patent).

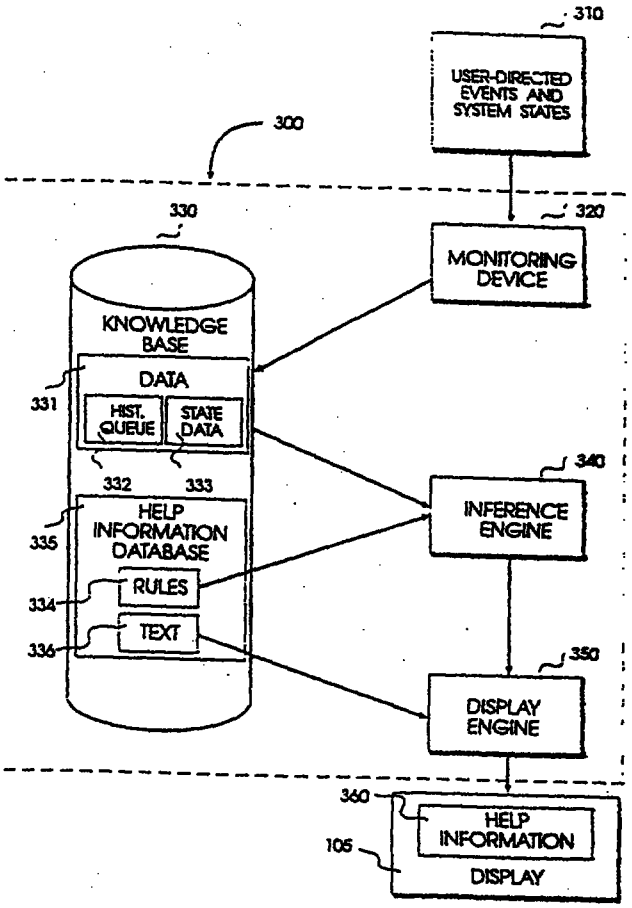
Published
With international search report.

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(54) Title: INTELLIGENT HELP SYSTEM

(57) Abstract

An intelligent help system which processes information specific oo a user and a system state is described. The system incorporates a monitoring device (320) to determine which events to store as data in an historical queue (332). These data, as well as non-historical data (e.g., system state (333)), are stored in a knowledge base (330). An inference engine (340) tests rules against the knowledge base data, thereby providing a help tag. A display engine (350) links the help tag with an appropriate solution tag to provide help text for display.



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