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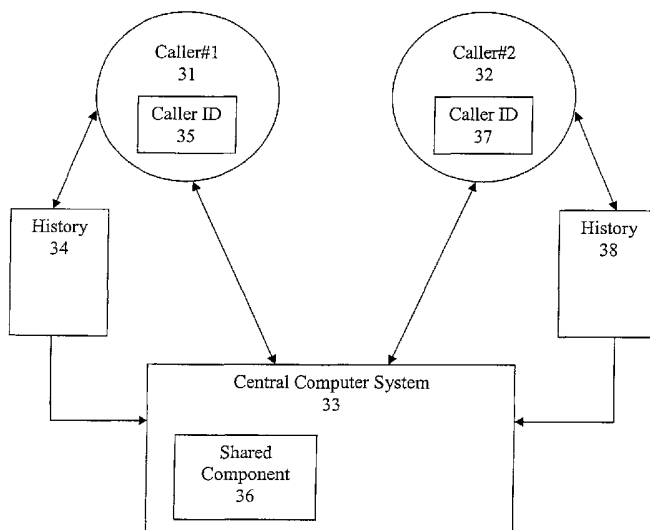
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ance Notes on Codes and Abbreviations" appearing at the begin-
ning of each regular issue of the PCT Gazette.

(54) Title: METHOD AND SYSTEM FOR SOFTWARE INSTALLATION



(57) Abstract: A method and system for software installation, includes detecting a software request, identifying a caller, determining a system history of the software request based on at least one of a caller identification and the software request.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER
IPC 7 G06F9/445

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

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)
EPO-Internal, INSPEC

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6 061 798 A (COLEY ET AL) 9 May 2000 (2000-05-09) column 5, line 52 - column 6, line 52 column 7, line 5 - column 8, line 18 column 10, line 58 - column 12, line 25 -----	1-18
X	US 2001/044309 A1 (BAR ABRAHAM ET AL) 22 November 2001 (2001-11-22) paragraph '0006! - paragraph '0007! paragraph '0012! - paragraph '0021! -----	1-18
X	EP 0 962 860 A (HEWLETT-PACKARD COMPANY) 8 December 1999 (1999-12-08) paragraph '0011! - paragraph '0013! paragraph '0022! - paragraph '0035! ----- -/--	1-18

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Patent family members are listed in annex.

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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.
X	ANONYMOUS: "Windows Installer Service Overview" 1999, , XP002289352 page 2 - page 7 -----	1-18
A	US 2001/049713 A1 (ARNOLD KENNETH C.R.C ET AL) 6 December 2001 (2001-12-06) paragraph '0008! - paragraph '0009! paragraph '0036! - paragraph '0045! -----	1-18

INTERNATIONAL SEARCH REPORT

Information on patent family members

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