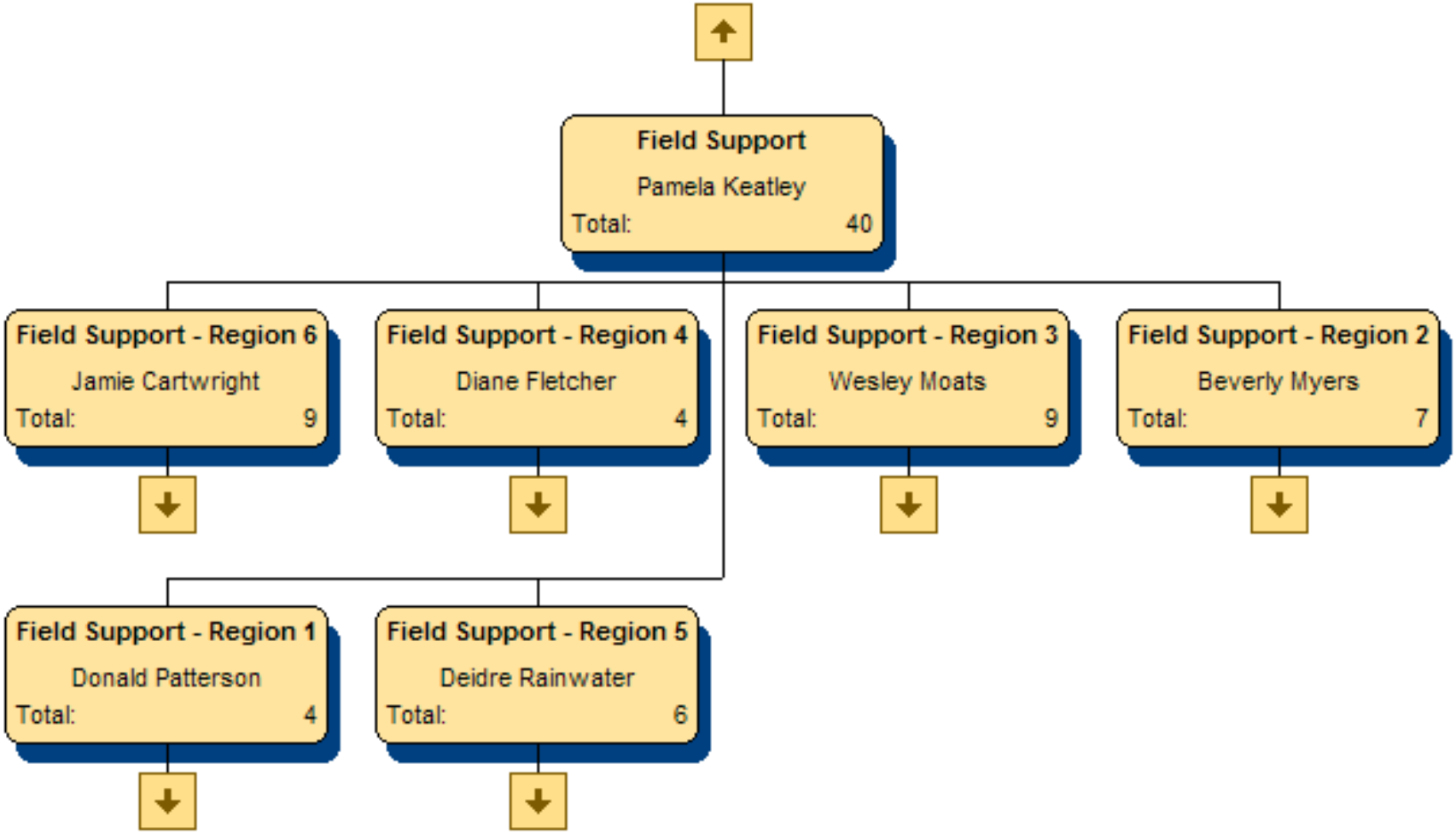Field Support as of 07/08/2009