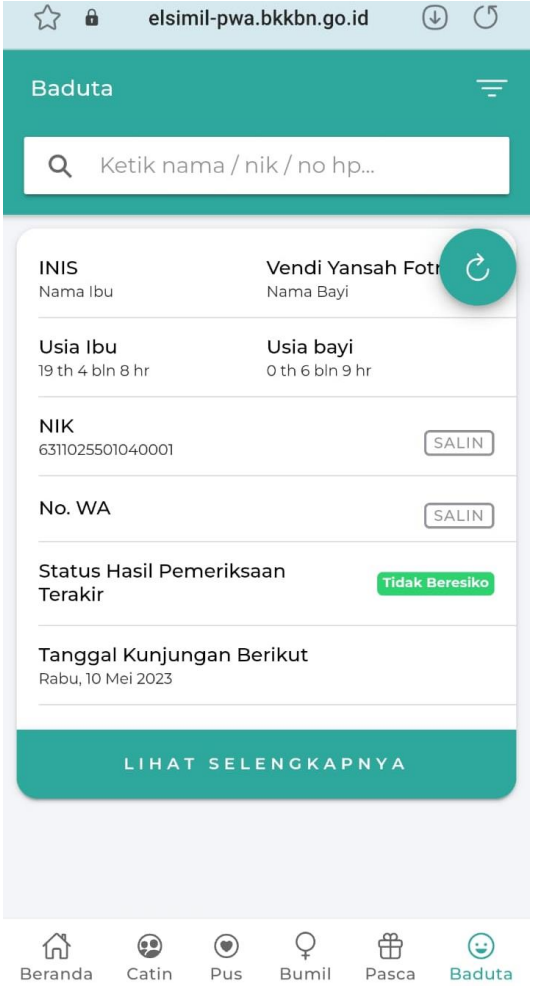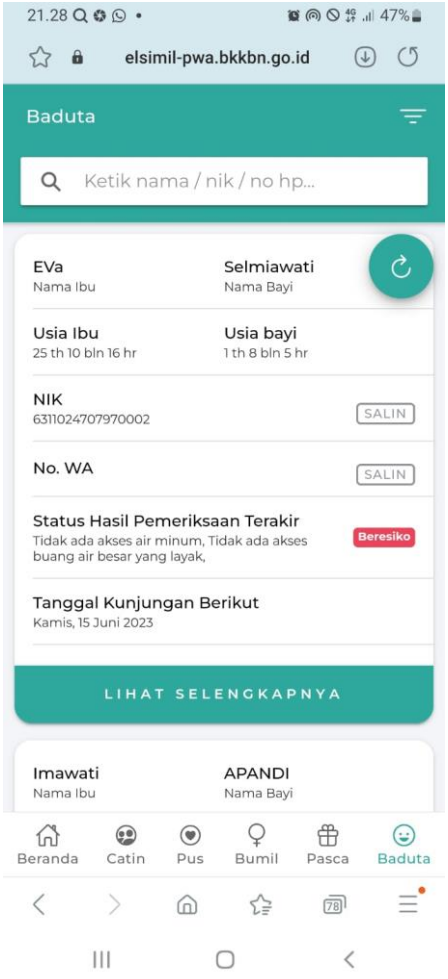Dukungan Online Sistem