

# Withdrawal Announcement

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## Eclipse iRecover® Version 5 September 1, 2009

On August 12, 2008, NEON Enterprise Software announces that it will withdraw support for Eclipse iRecover, version 5, effective September 1, 2009.

This product version is replaced by Eclipse iRecover version 6. For information about Eclipse iRecover version 6, please contact NEON Enterprise Software Technical Support.

## Contacting NEON

Please use the following procedures to contact NEON:

- For problems that need immediate attention, use the following telephone numbers to call Technical Support 24x7x365:
  - 1 888 338 6366 (U.S. and Canada)
  - +1 281 491 6366 (Outside the U.S. and Canada)
- E-mail Technical Support at [support@neonesoft.com](mailto:support@neonesoft.com). Technical Support responds to e-mail requests during regular business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. CST. Outside of regular business hours, urgent requests should be made through telephone support.
- Visit our support web site at [www.neonesoft.com](http://www.neonesoft.com)



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