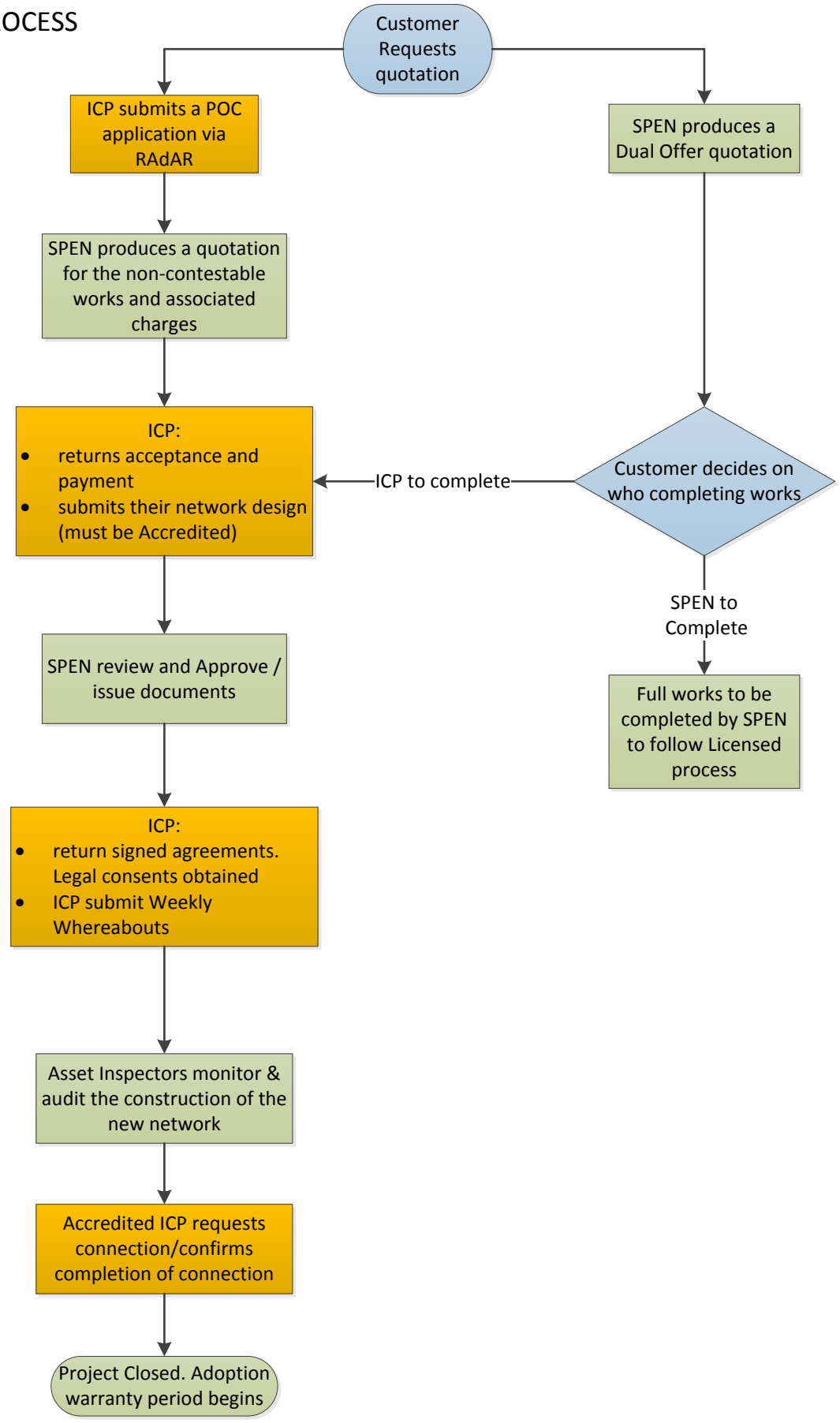STANDARD PROCESS