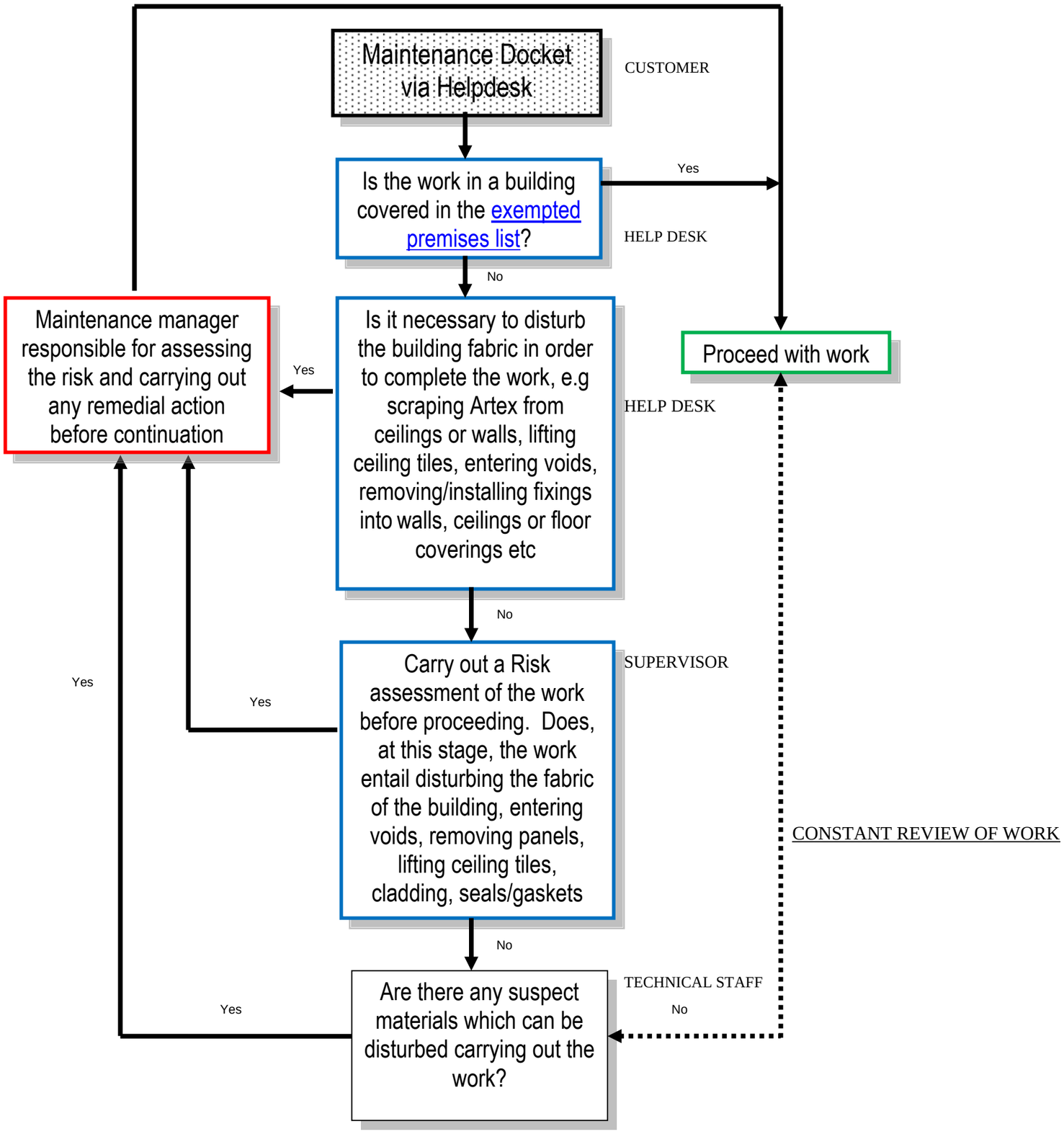Maintenance Process