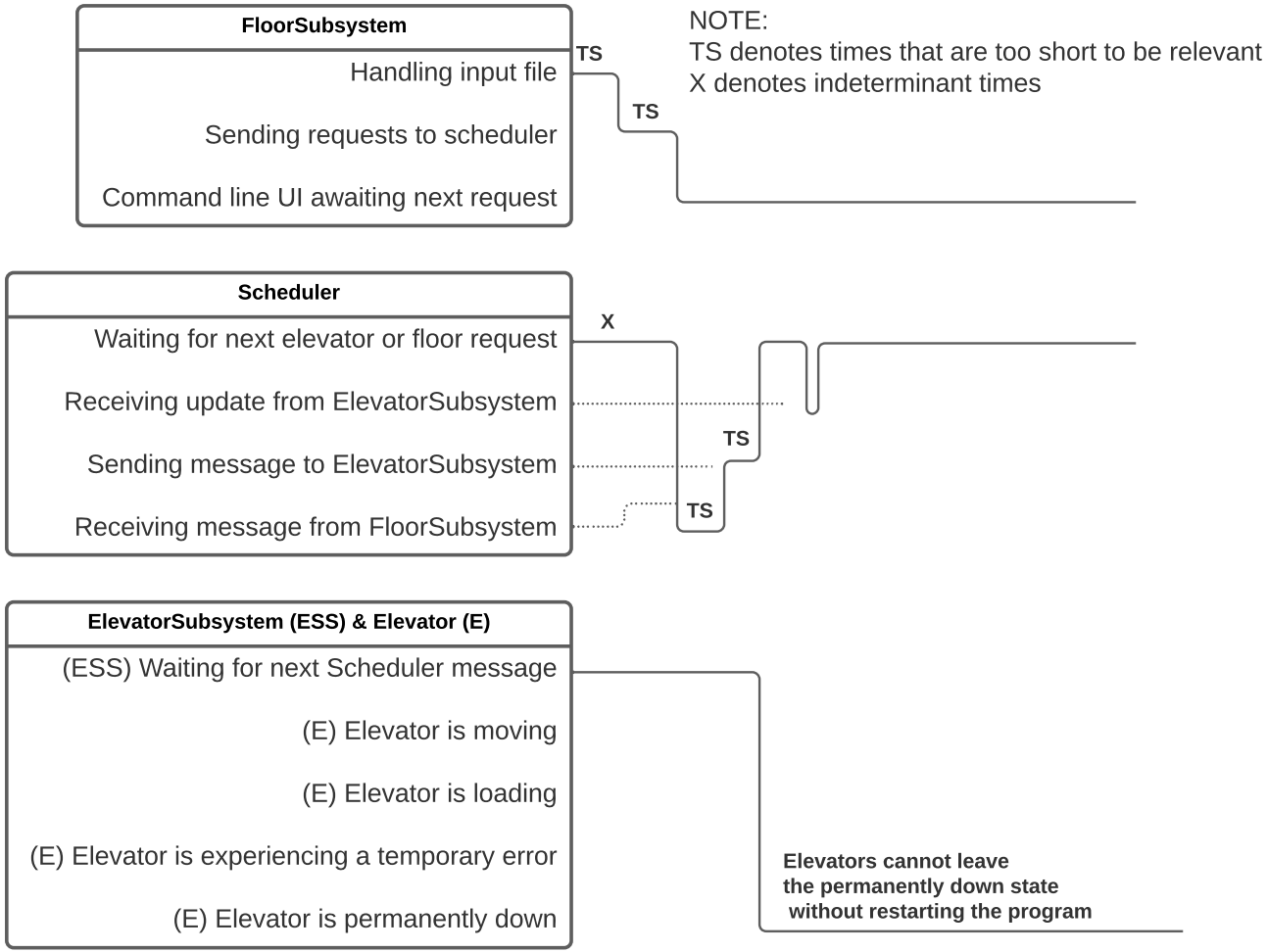PERMANENT ERROR REQUESTS