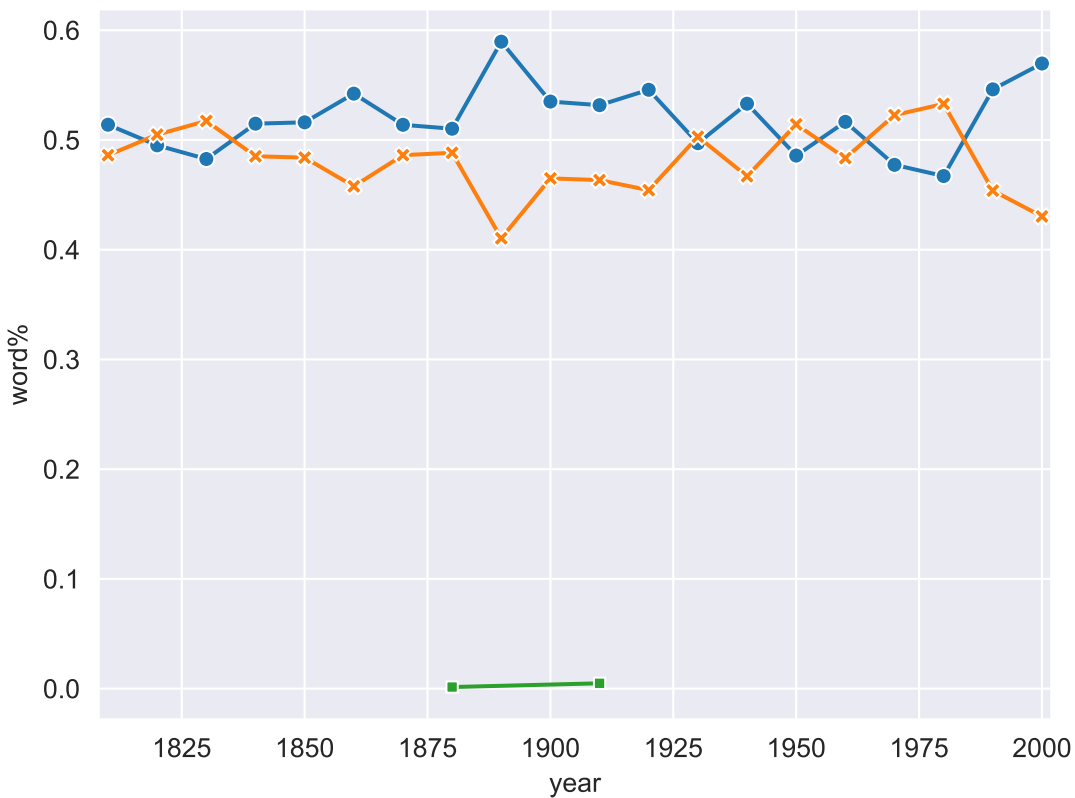unfortunate