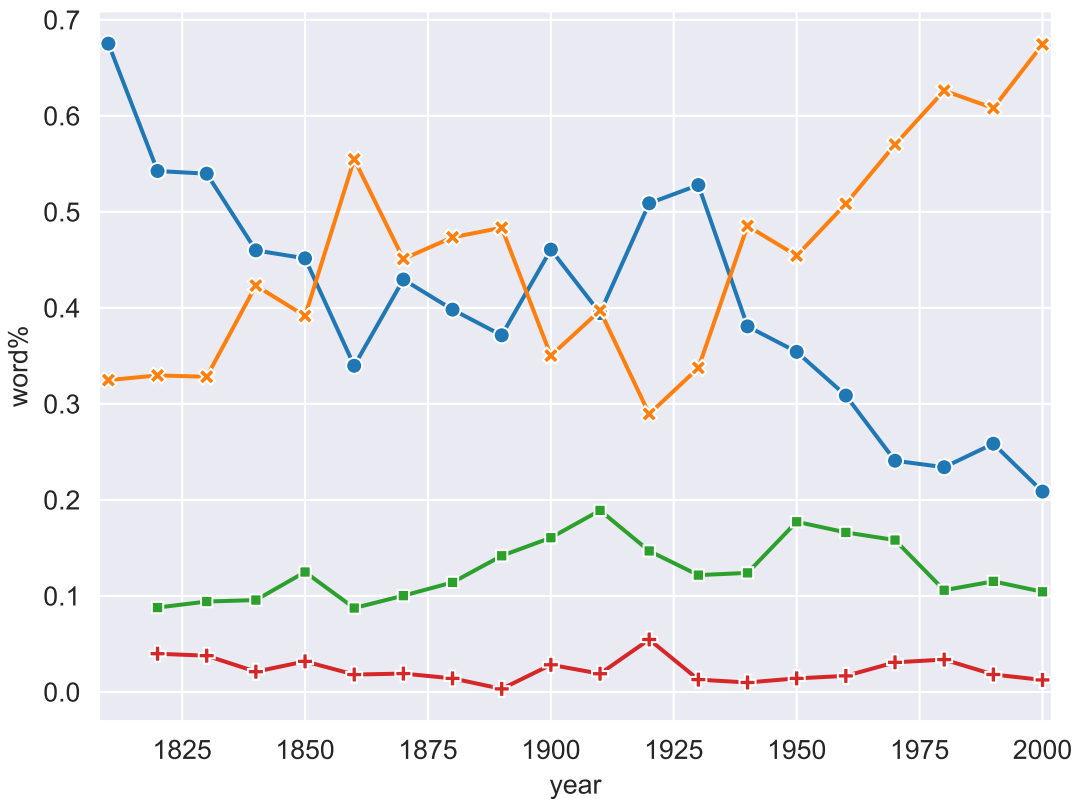operation