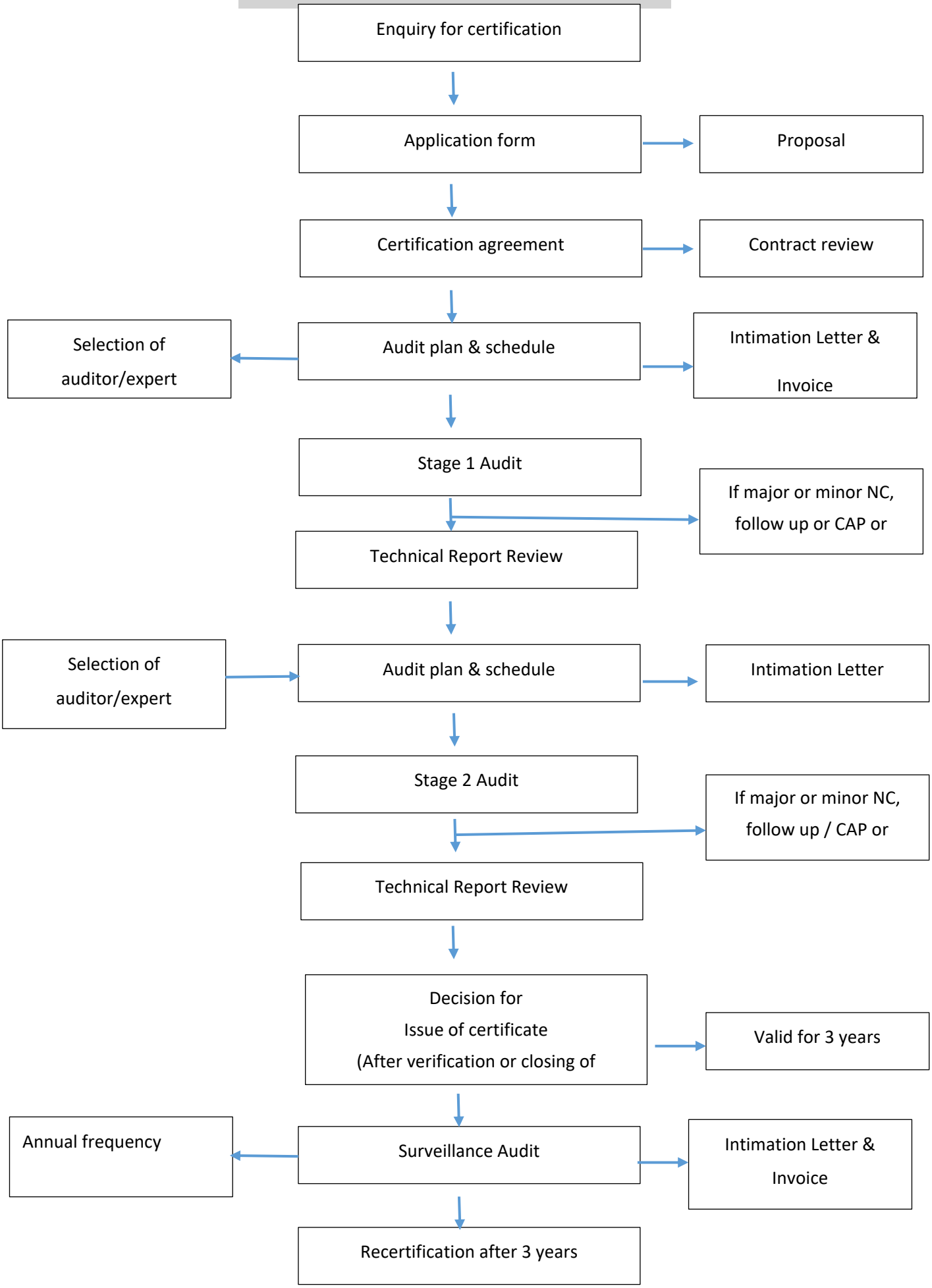CERTIFICATION PROCESS