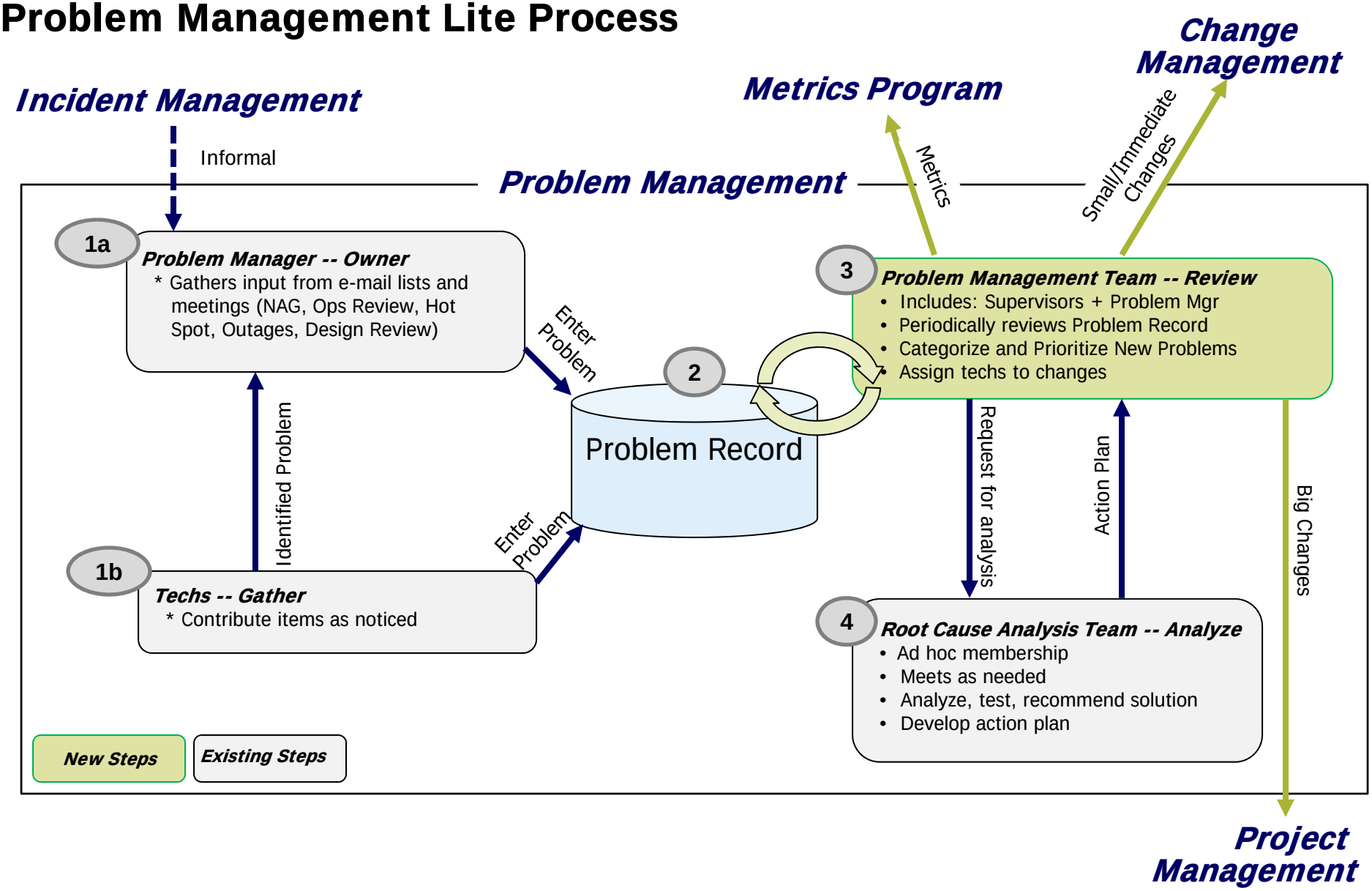Problem Management Lite Process