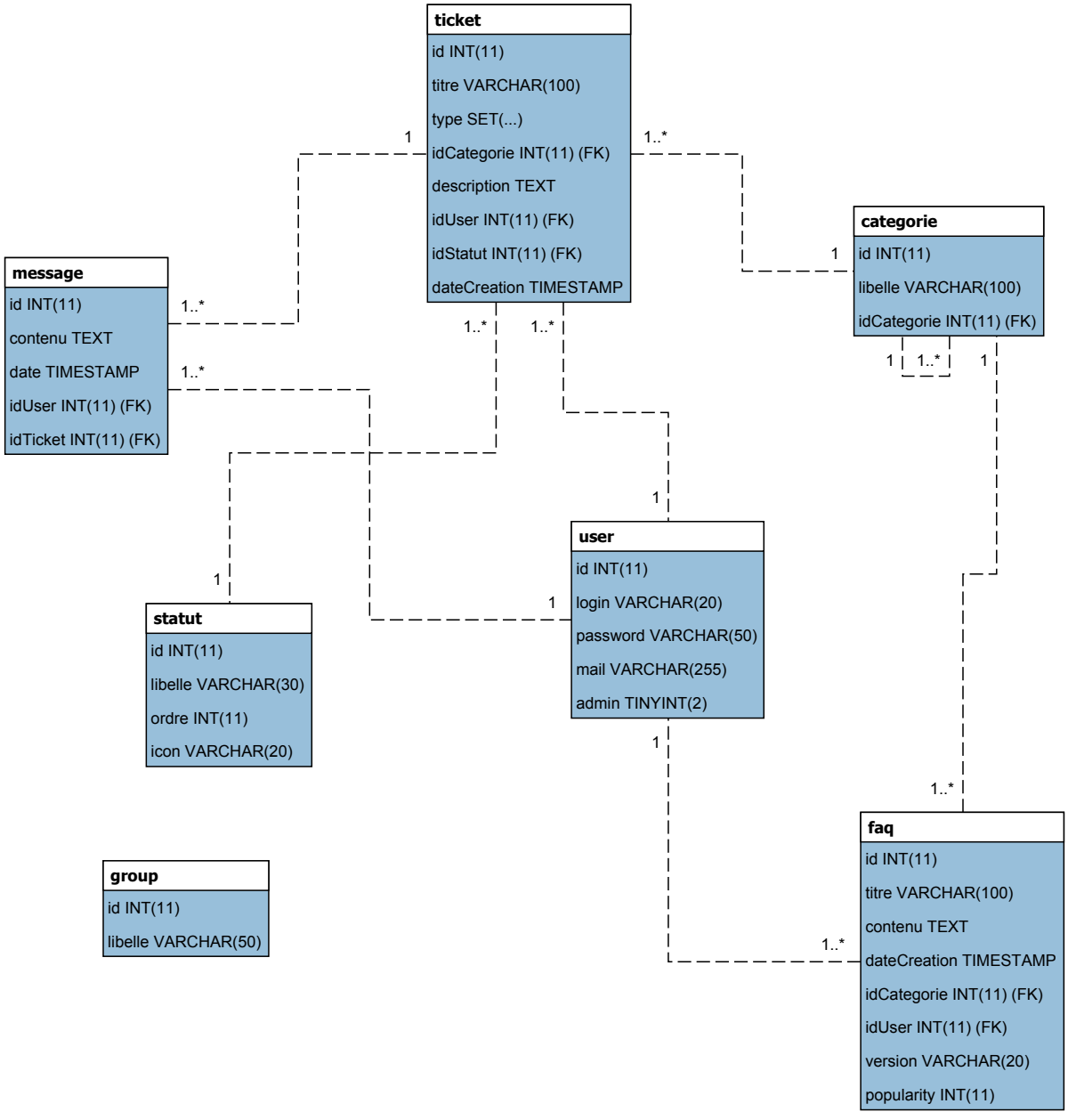BDD HELPDESK