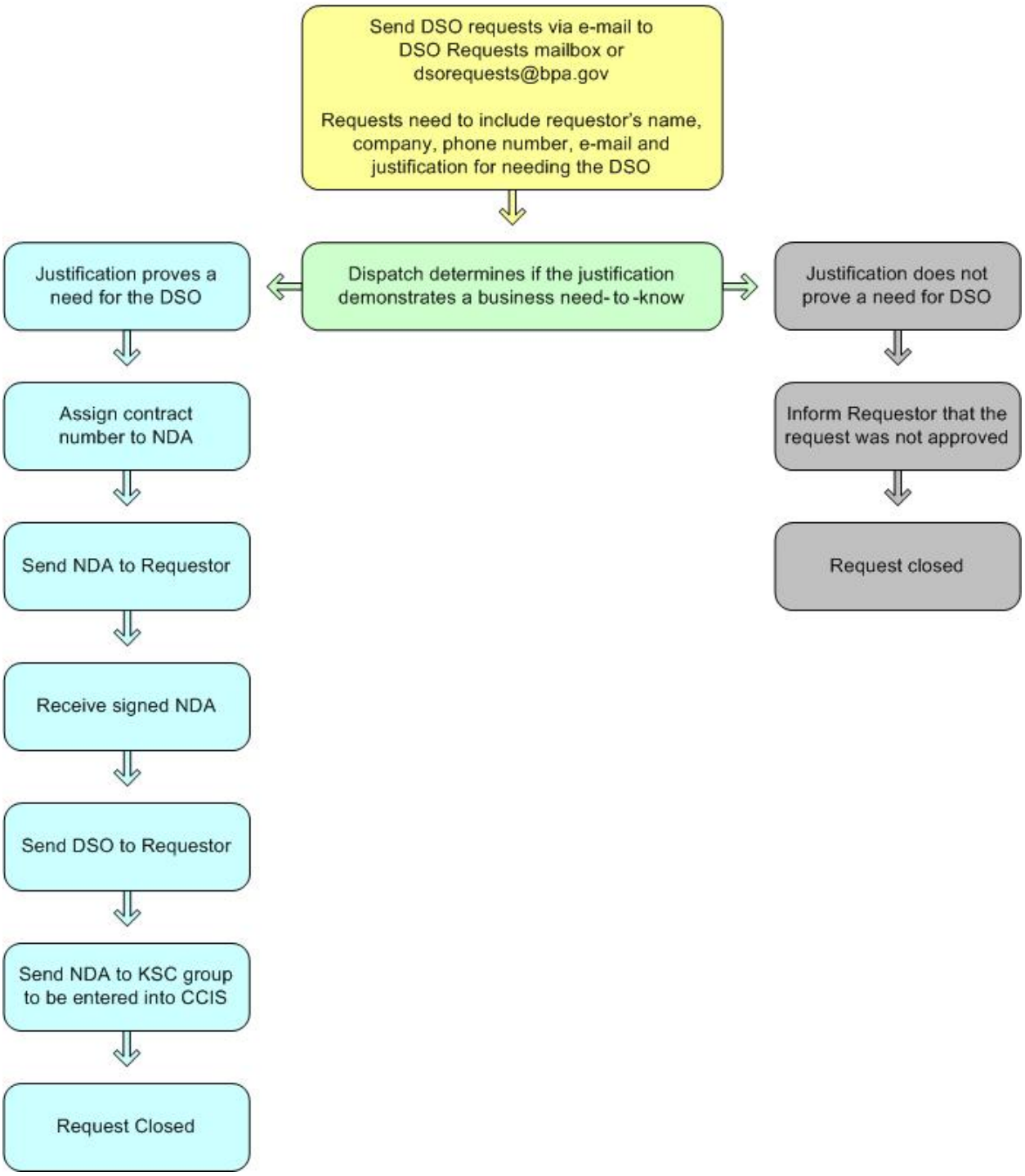Processing Internal and External DSO Requests