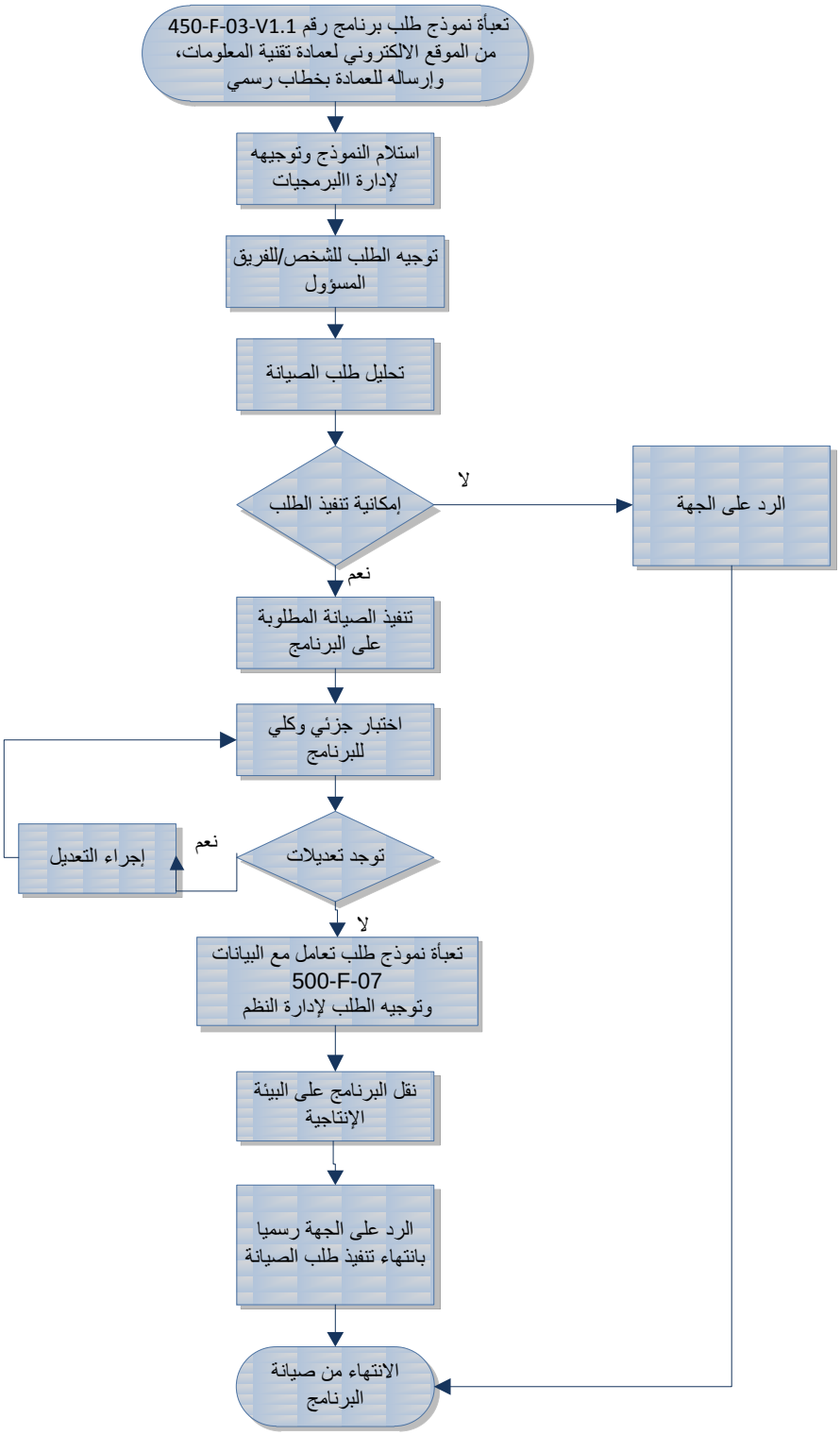إجراء طلب صيانة برنامج
Software Maintenance Request Procedure