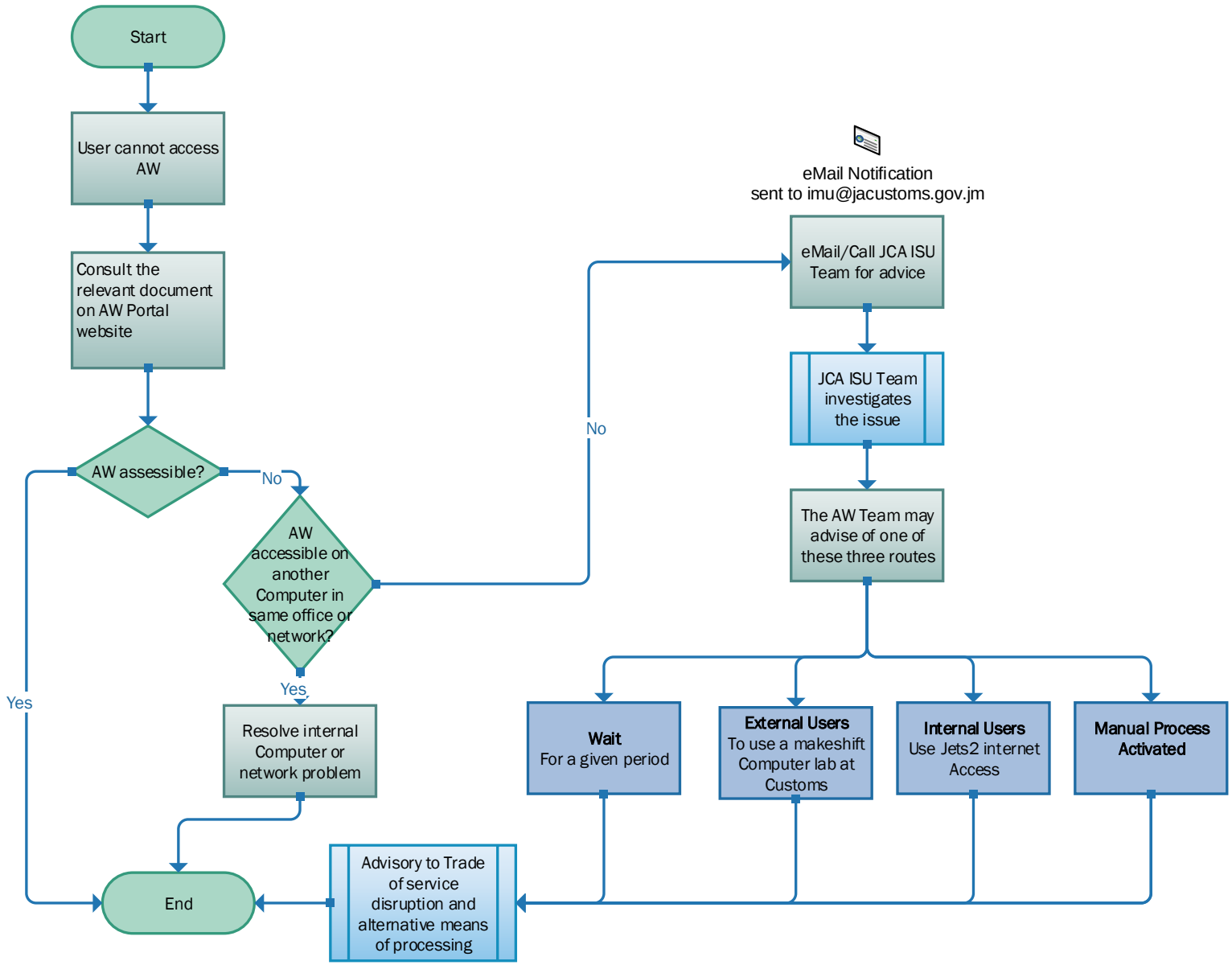
When AW is inaccessible

What to Do

For "Internal and External Users"