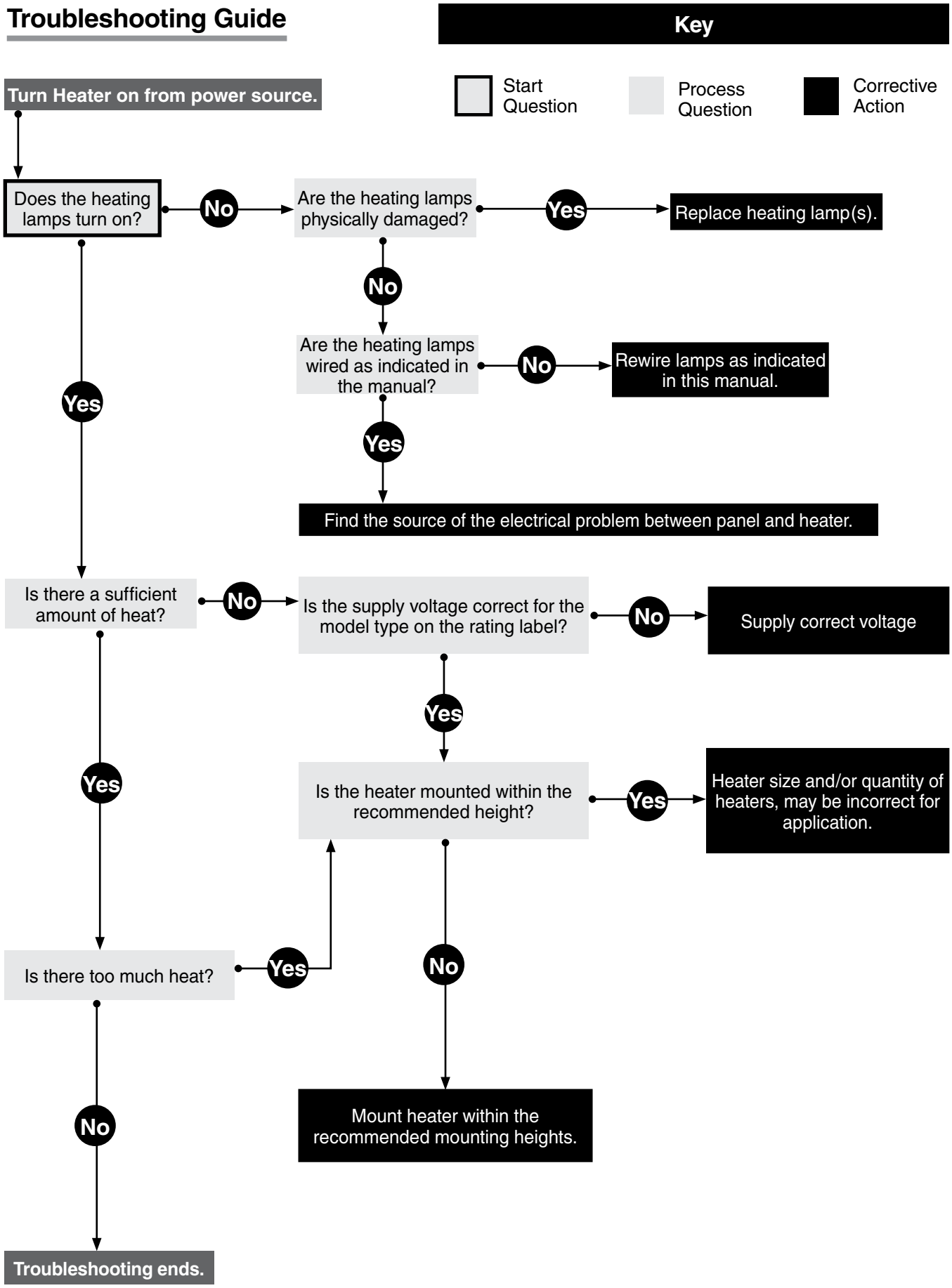Troubleshooting Guide