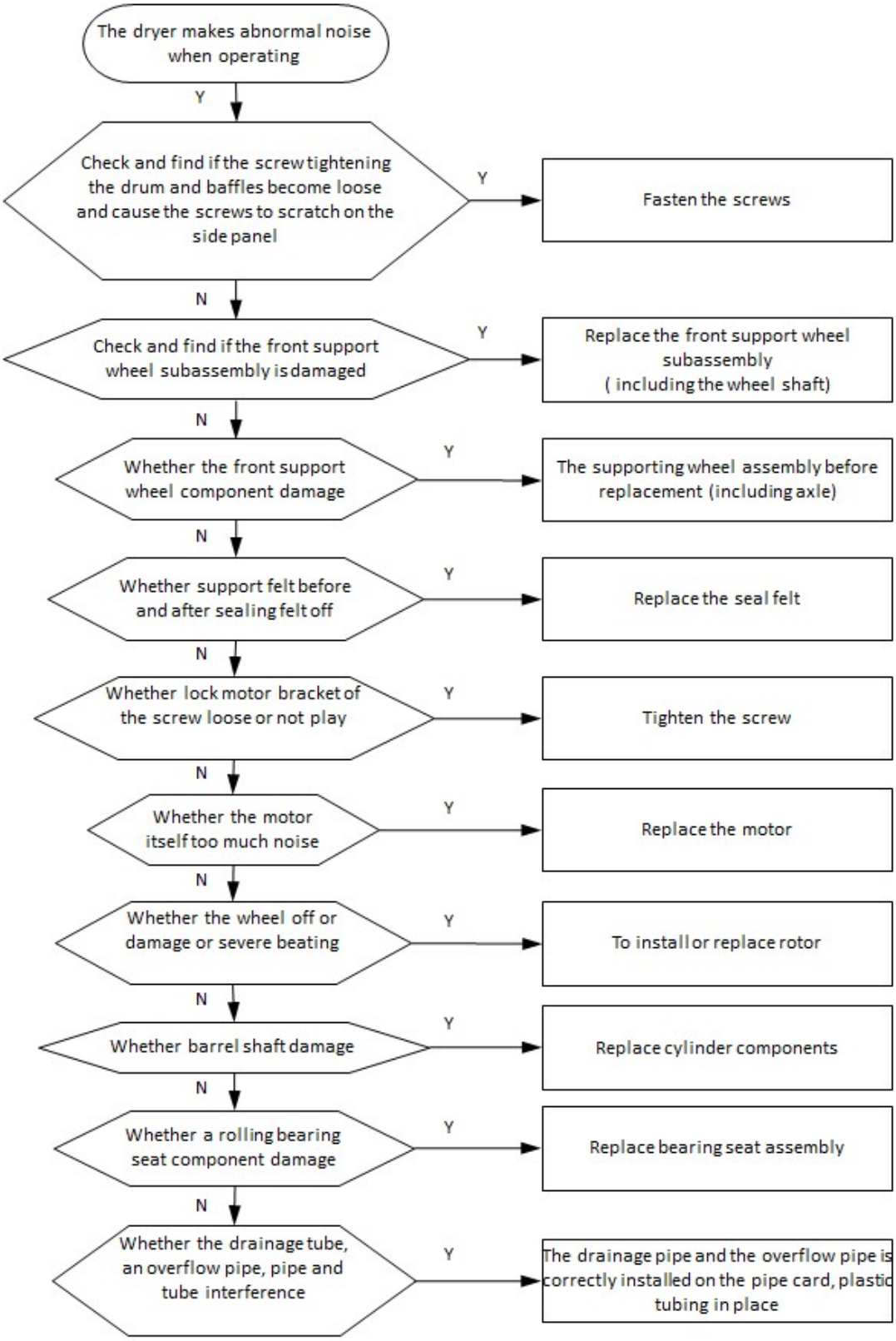Troubleshooting Steps