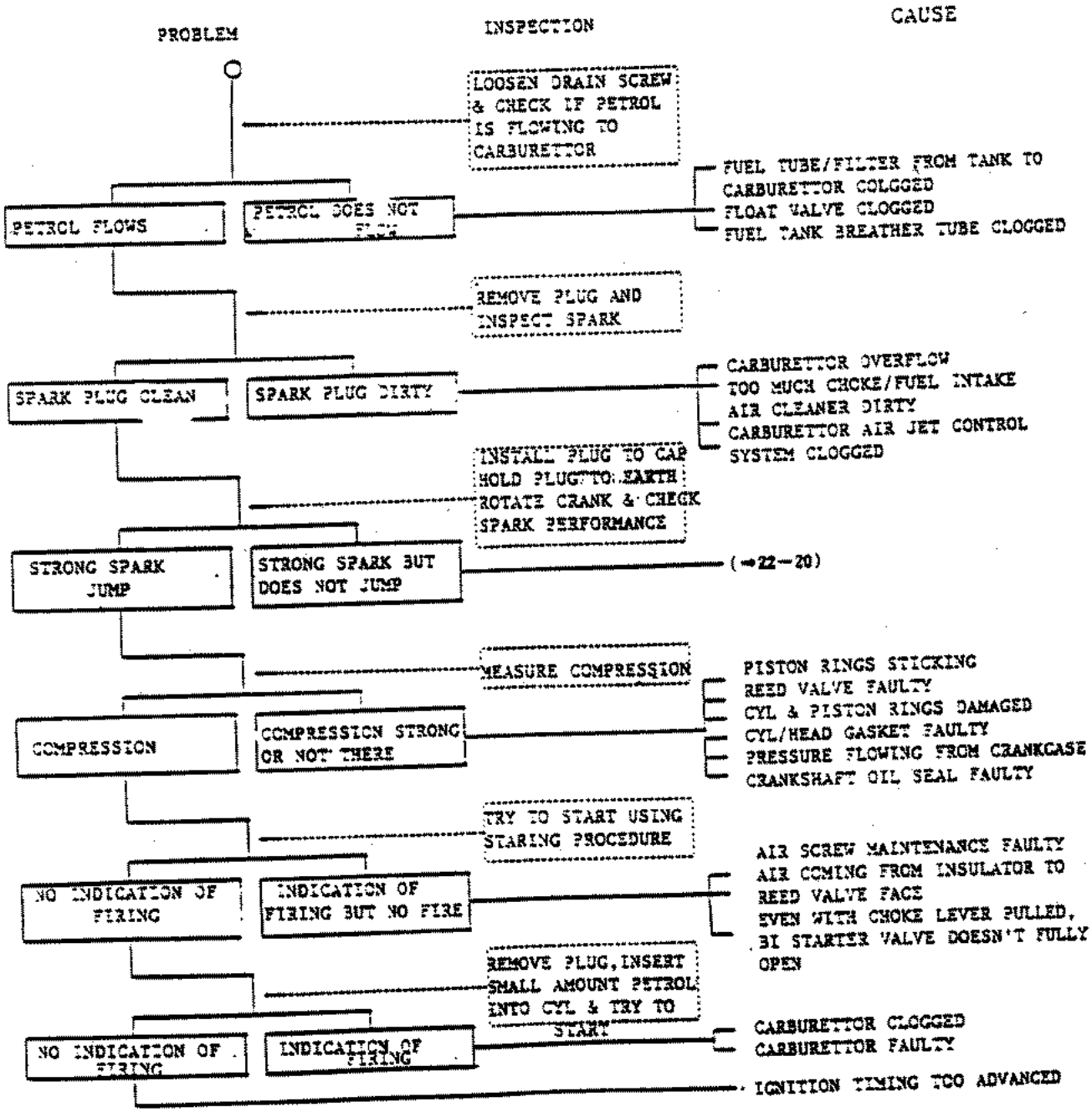TROUBLE SHOOTING