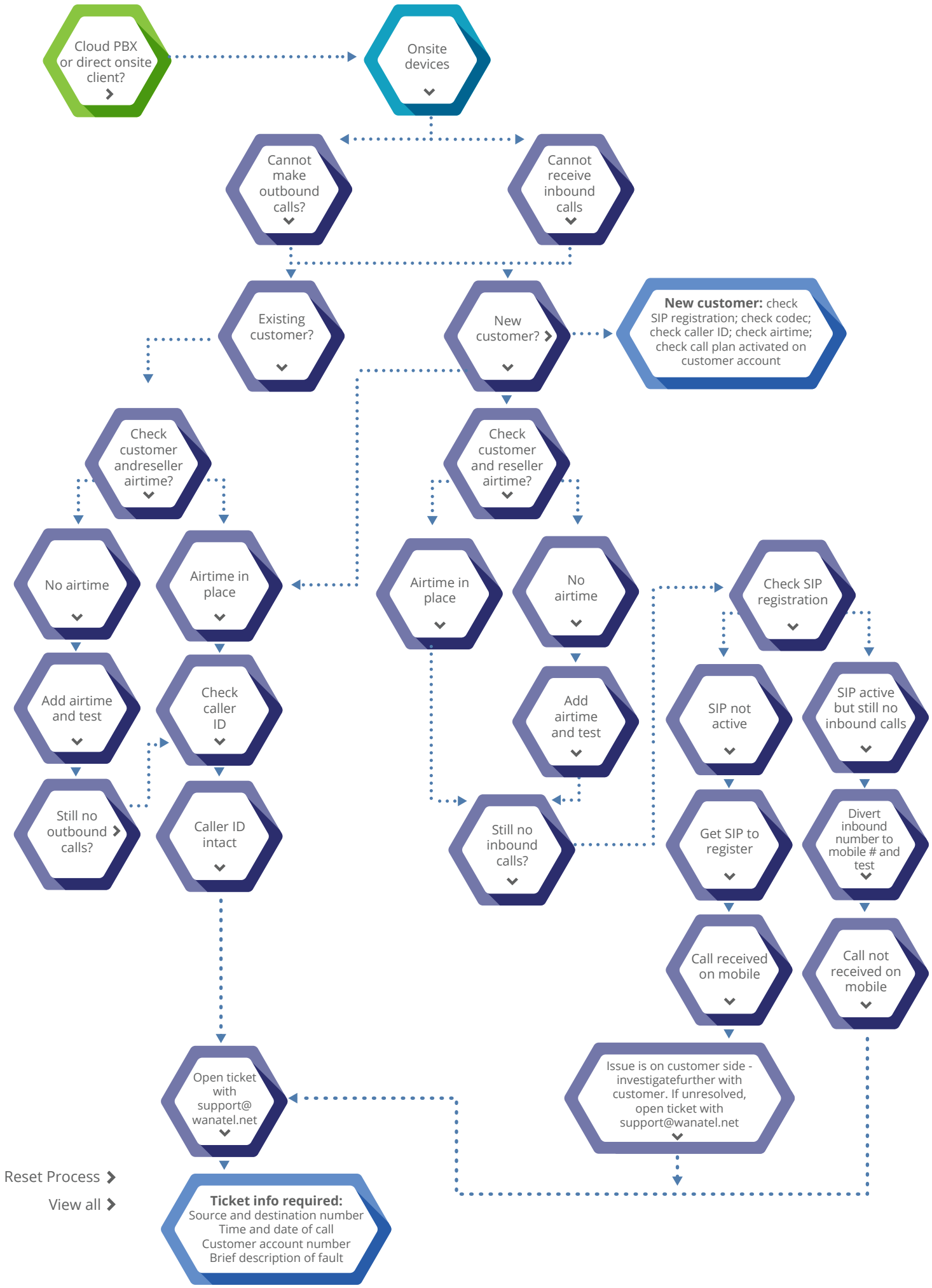Troubleshooting Onsite Devices