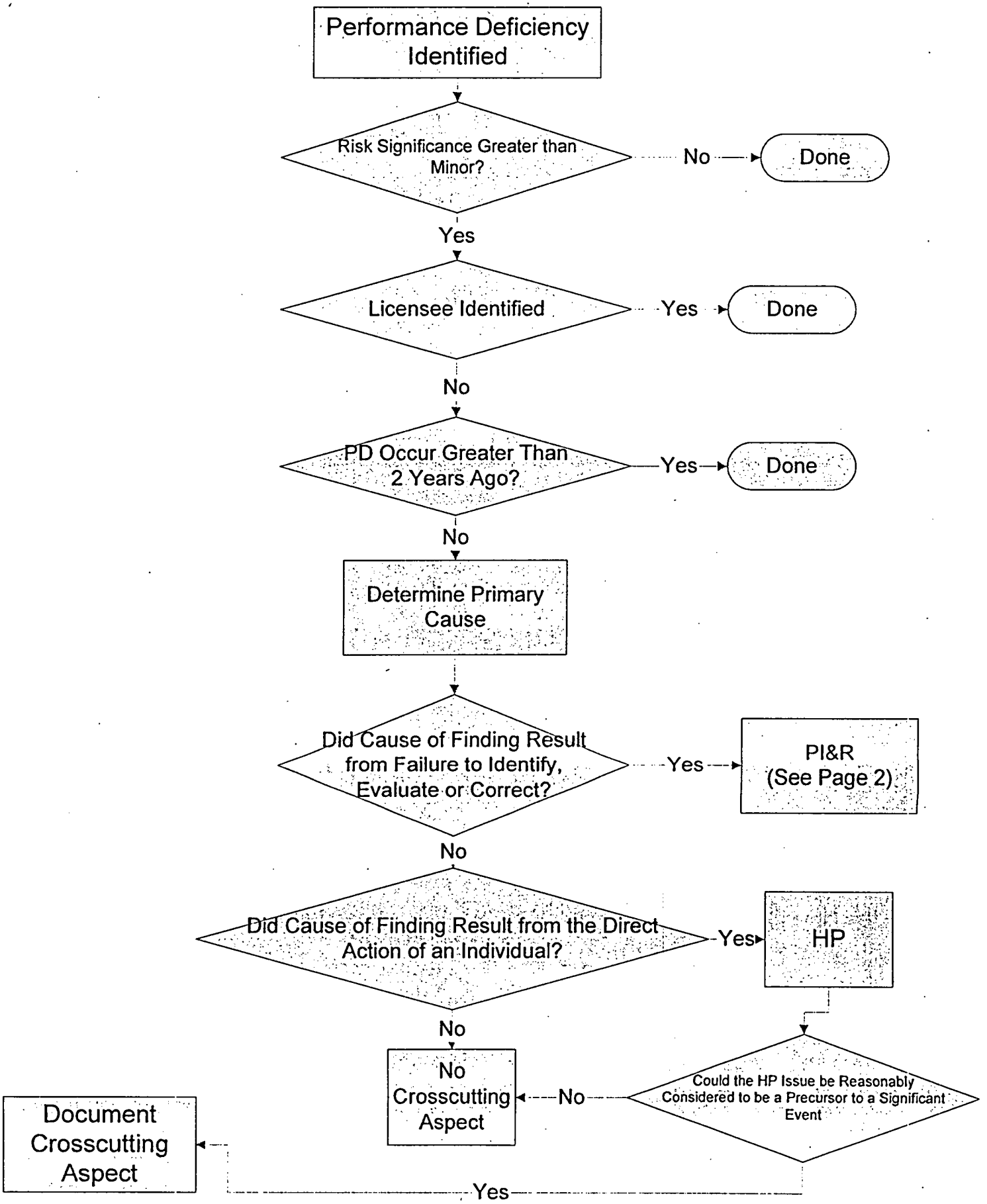
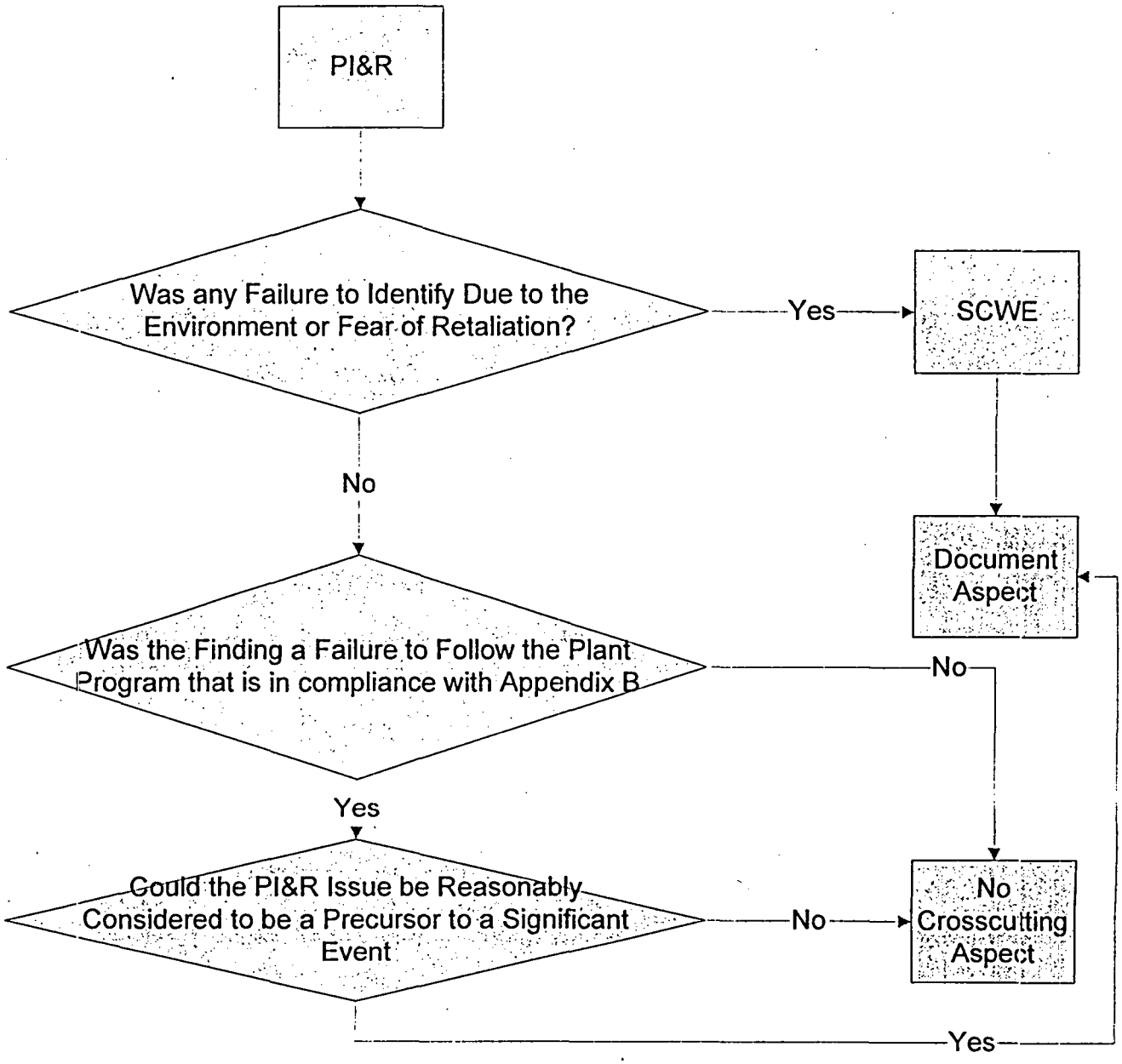
Attachment 5



Problem Identification and Resolution