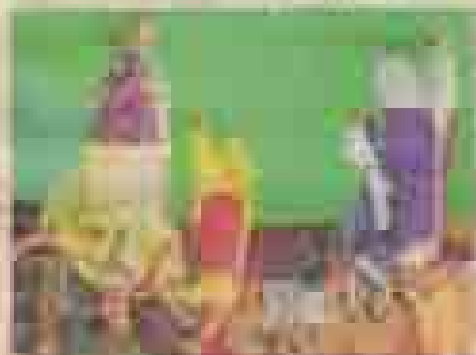


1. The first step is to identify the problem. This involves understanding the symptoms and the context in which they are occurring.

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1. The first step is to identify the problem. In this case, the problem is that the system is not working properly.

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