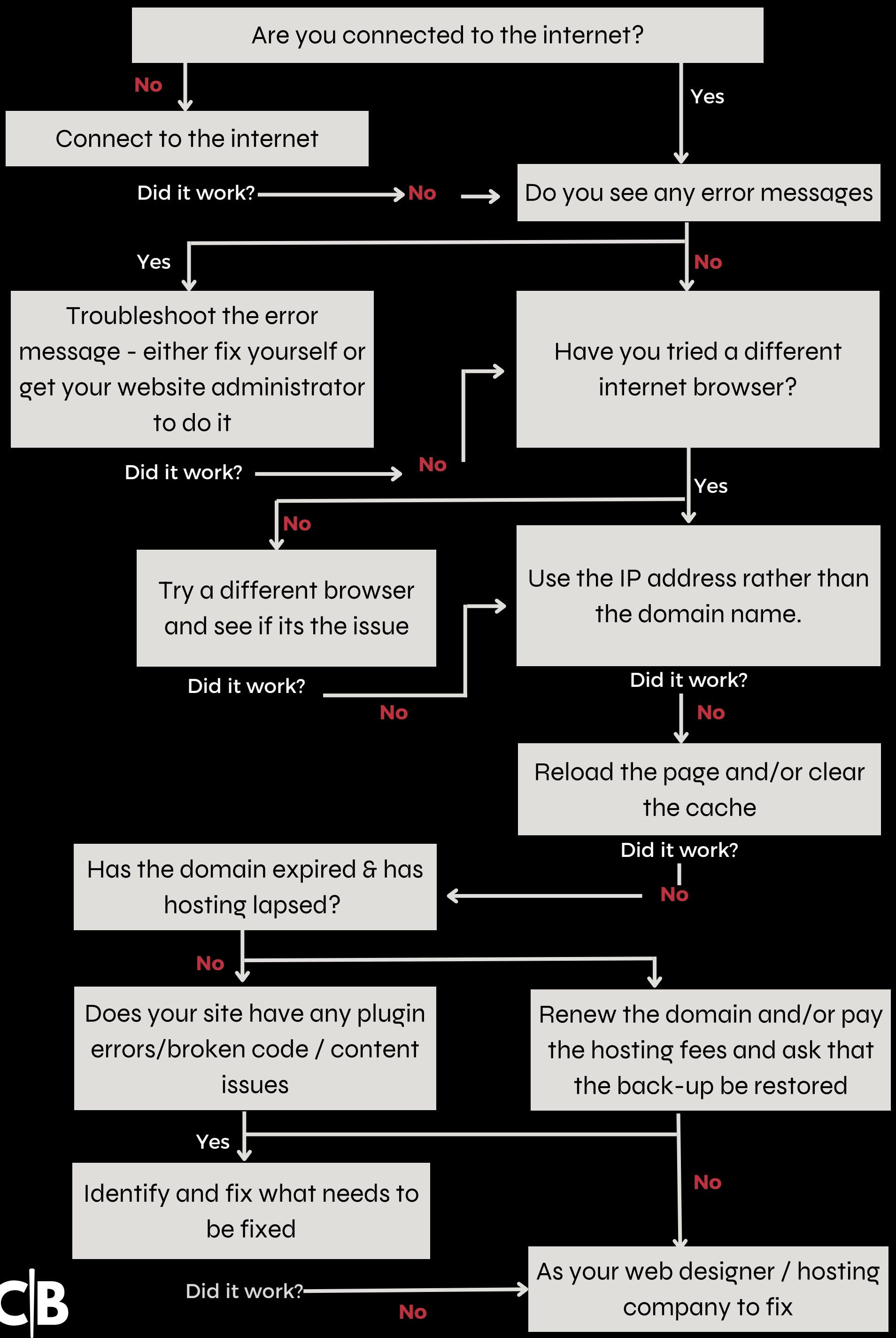How to troubleshoot a website that is not working