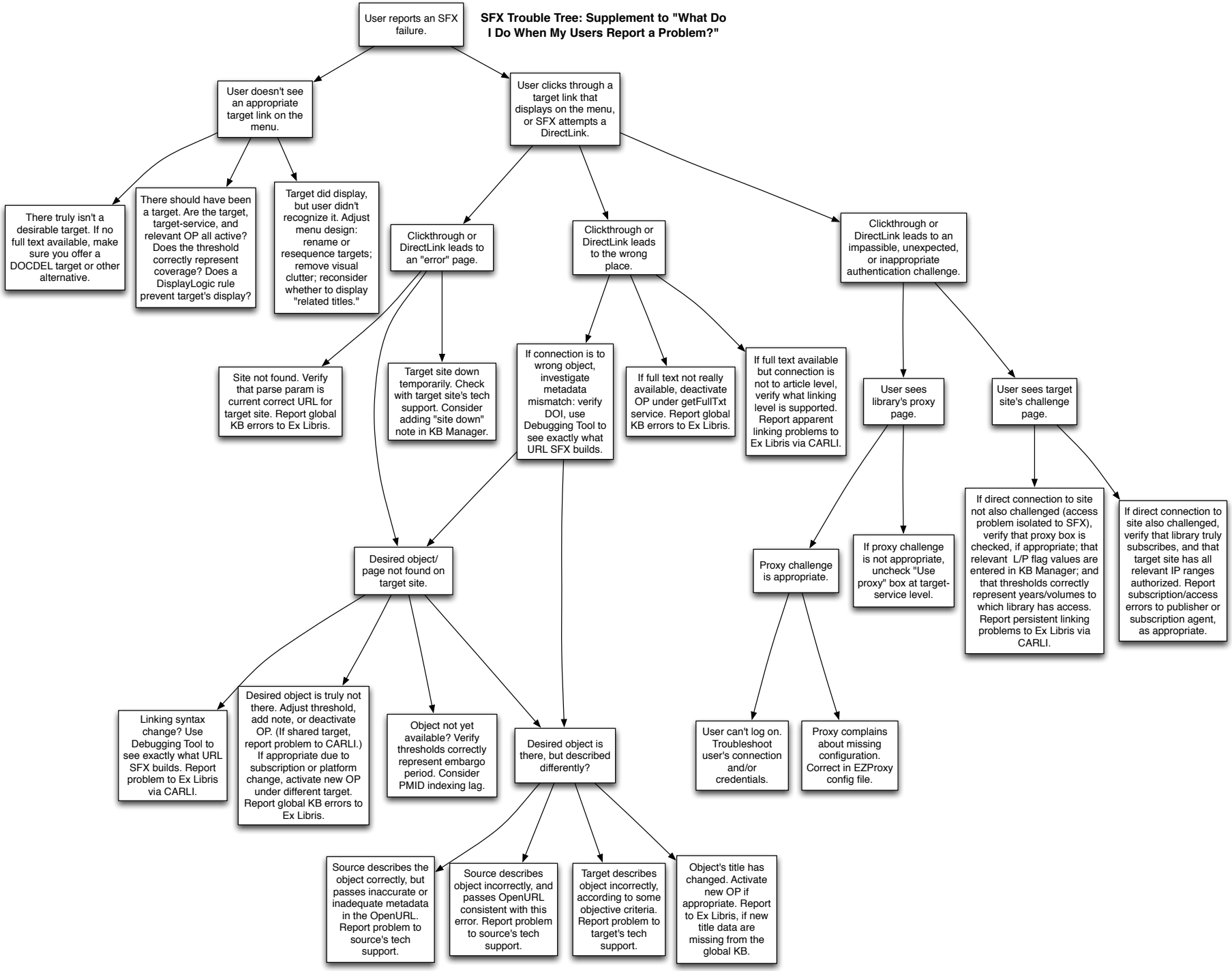SFX Trouble Tree: Supplement to "What Do I Do When My Users Report a Problem?"