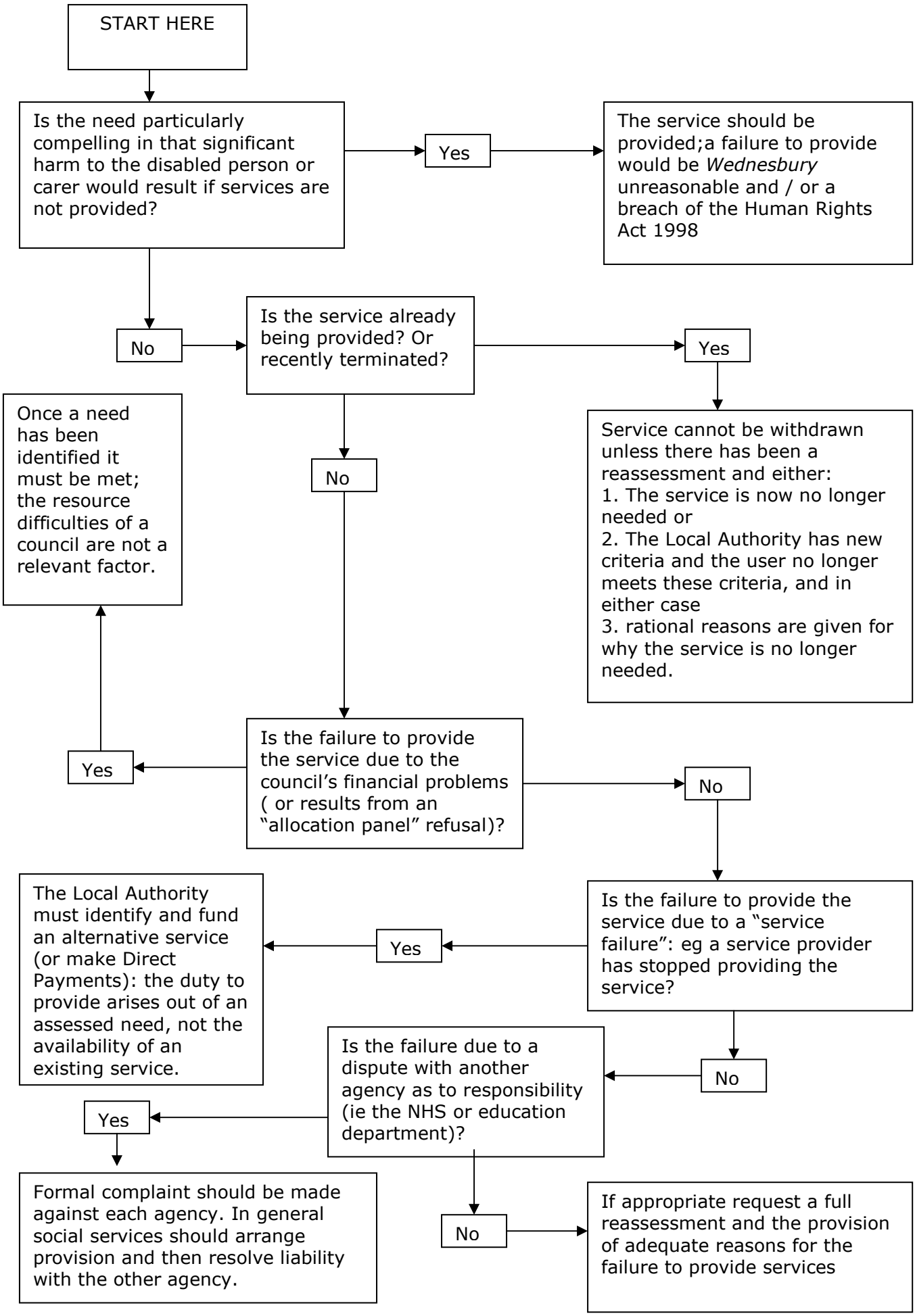Common problems in accessing services