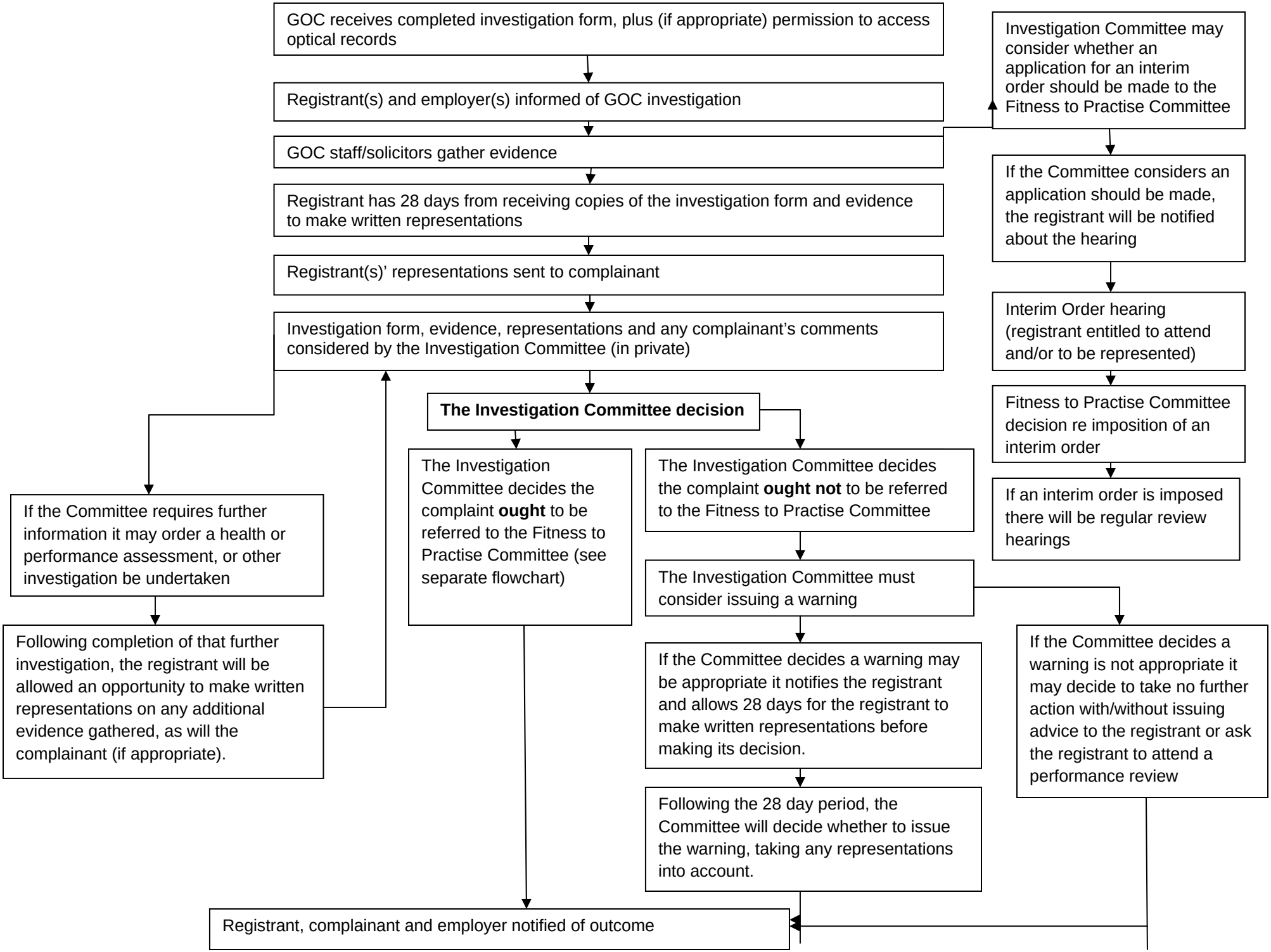The investigation process