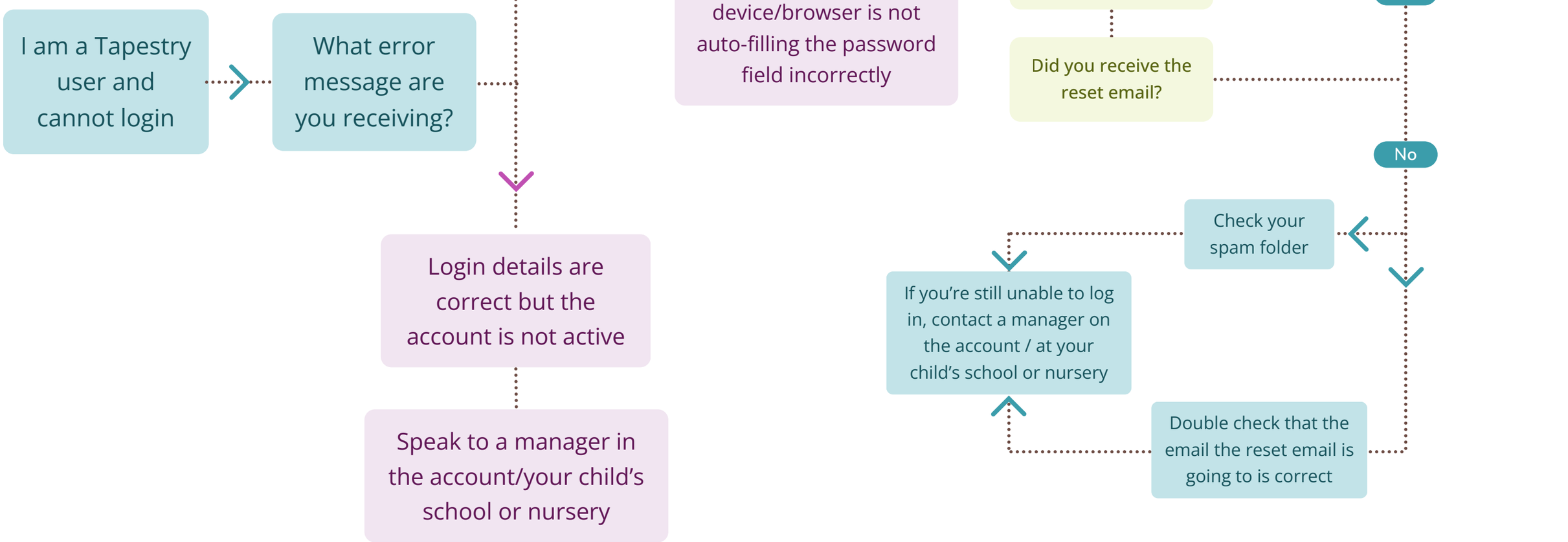Tapestry login troubleshooting