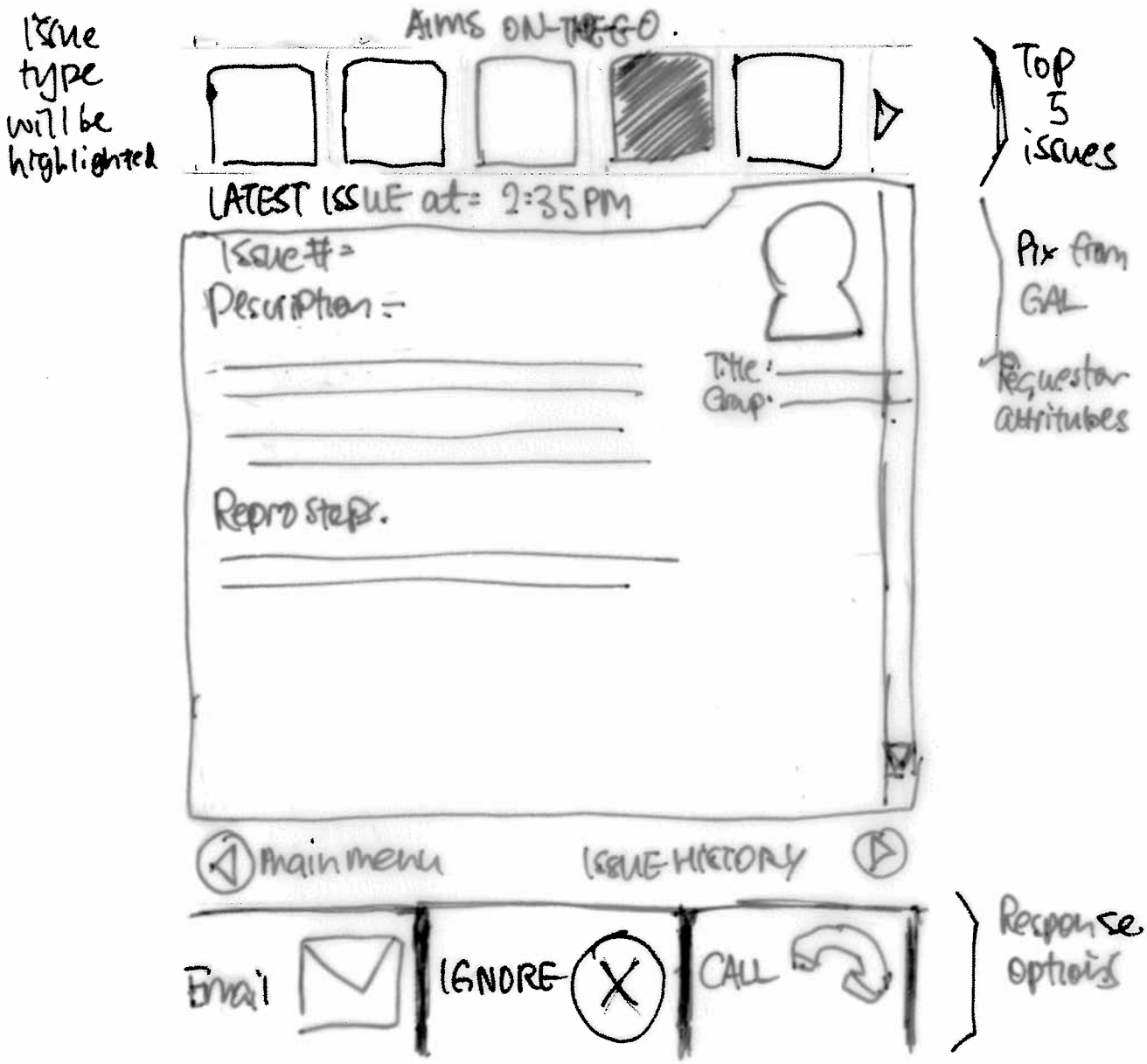specific ticket details