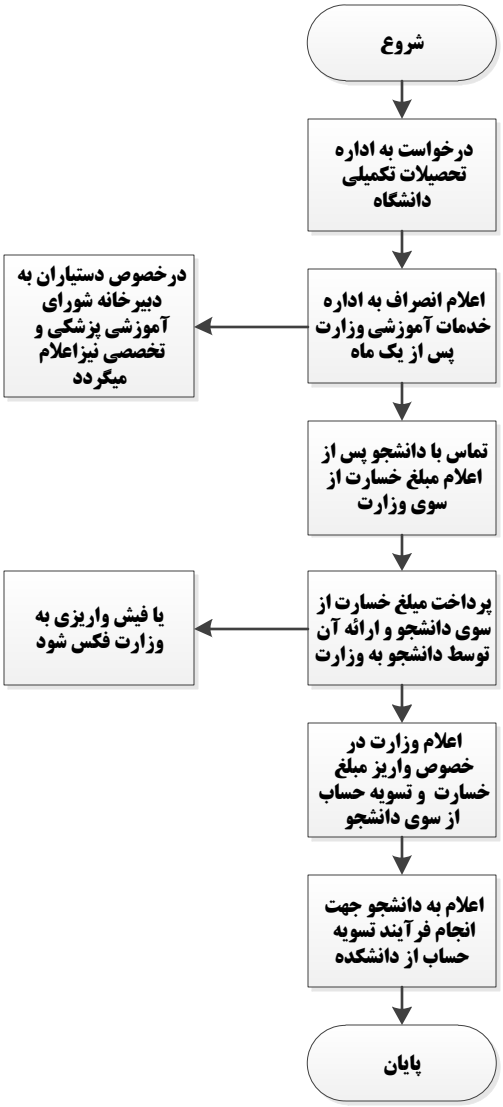فرآیند انصراف