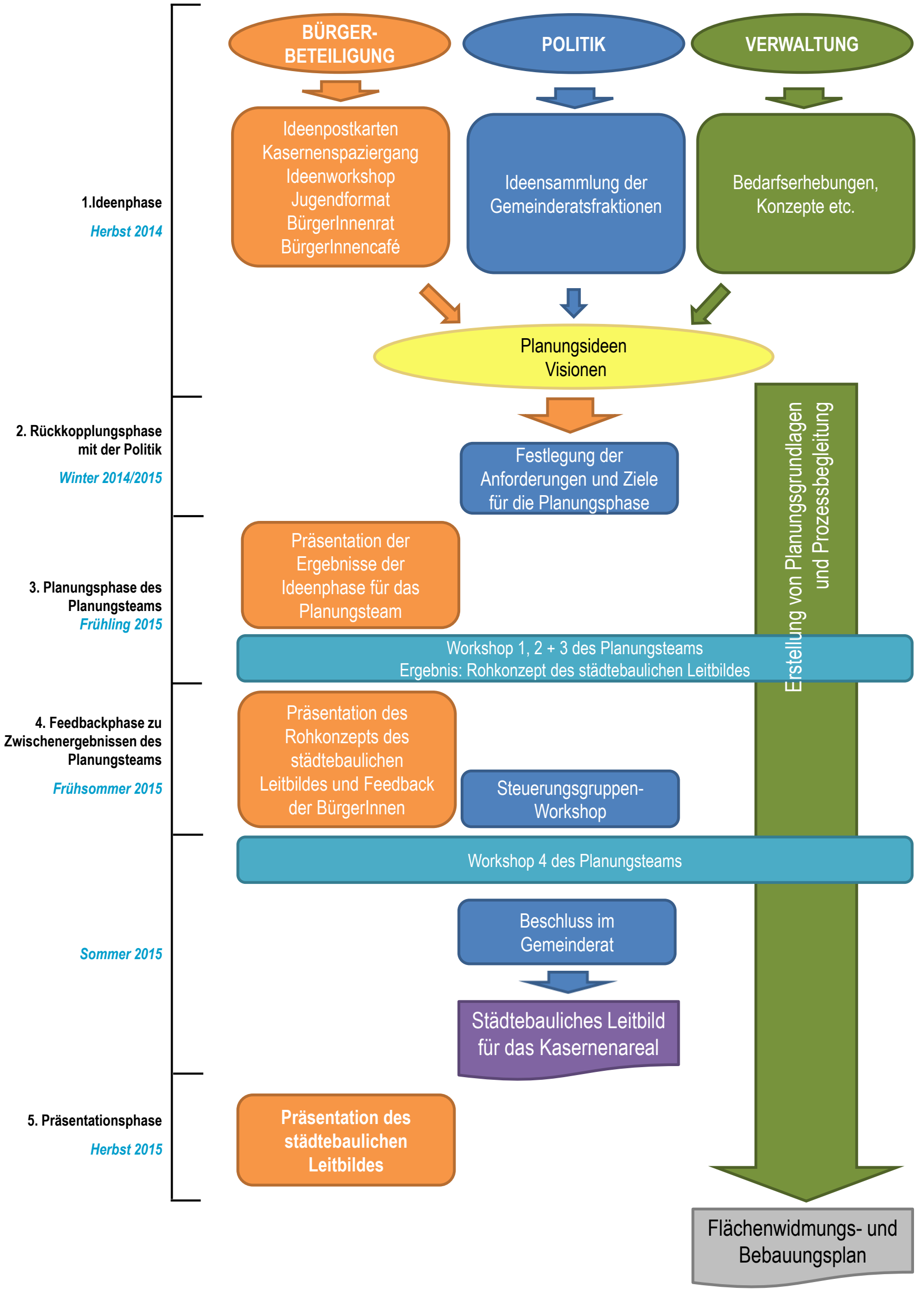PROZESSABLAUF