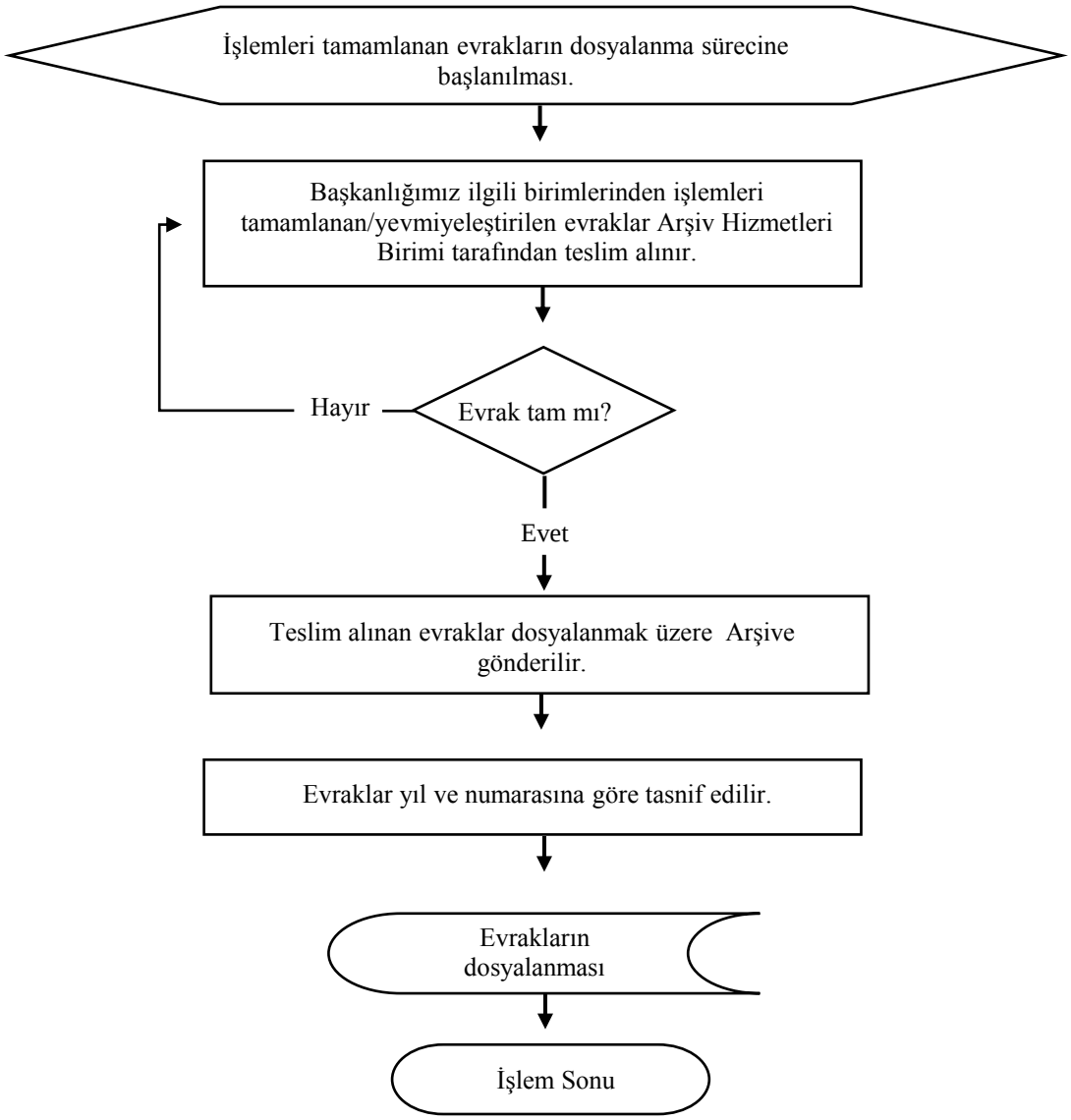DOSYALAMA SÜRECİ