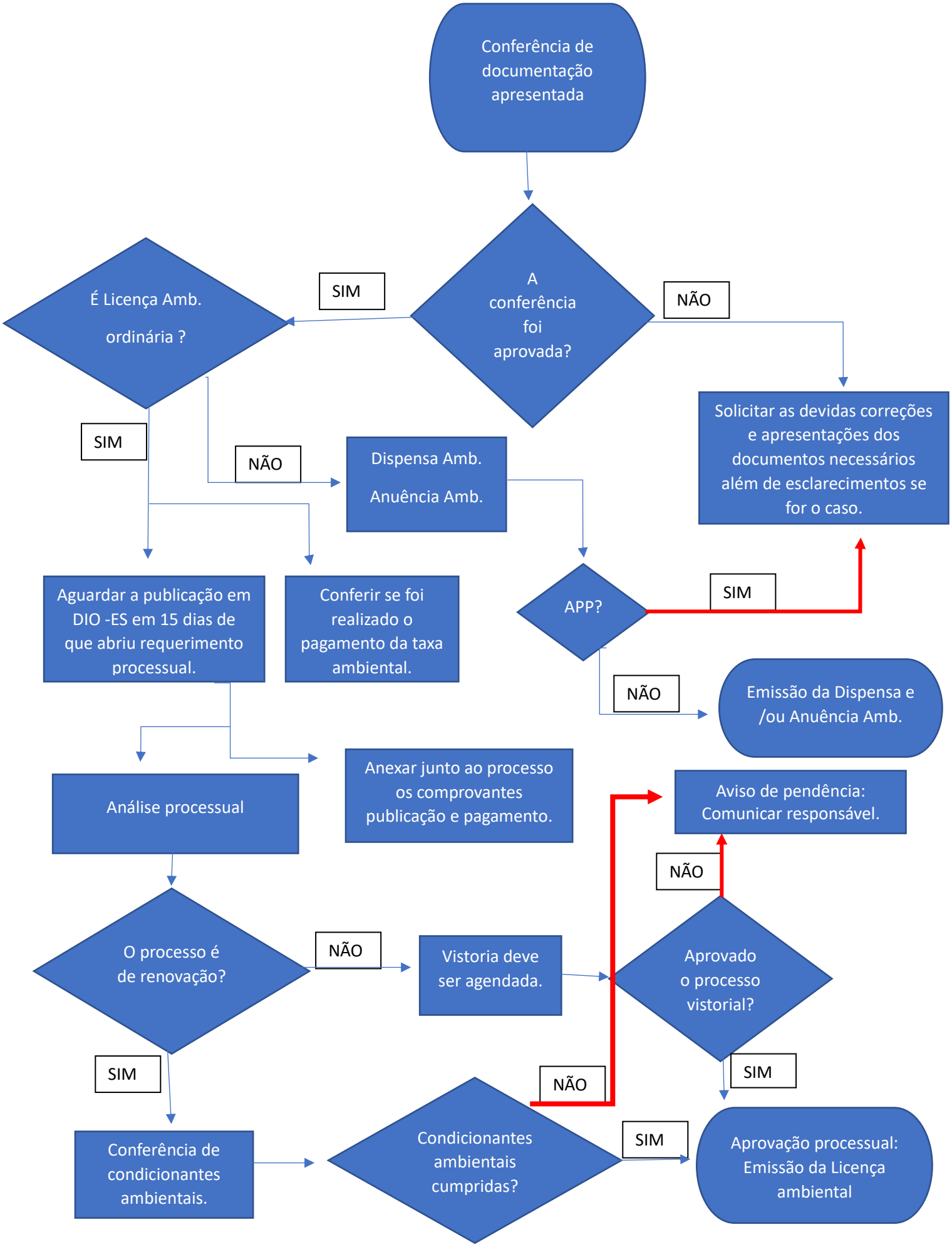PROCESSO INTERNO: