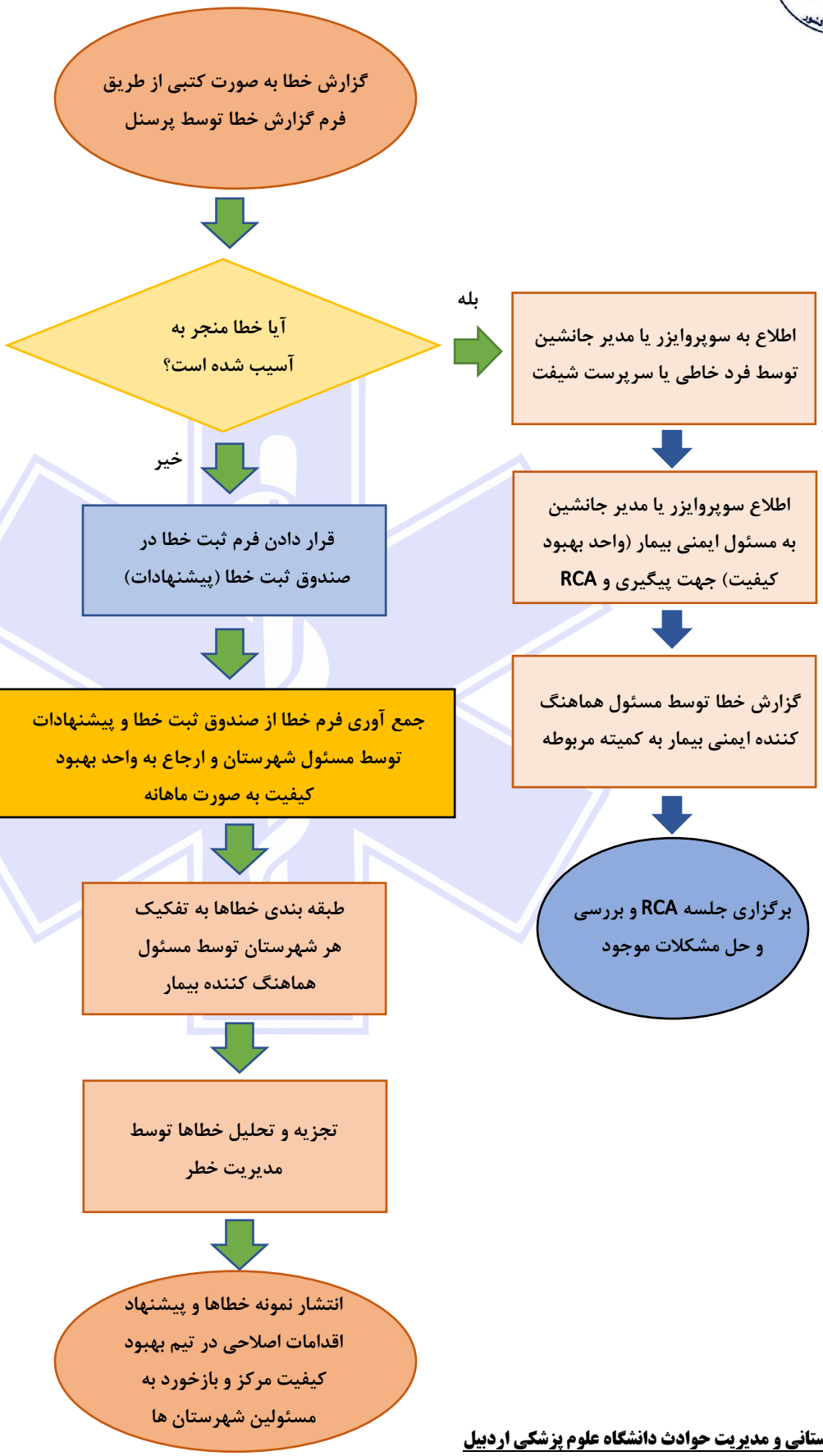فرایند گزارش دهی خطا