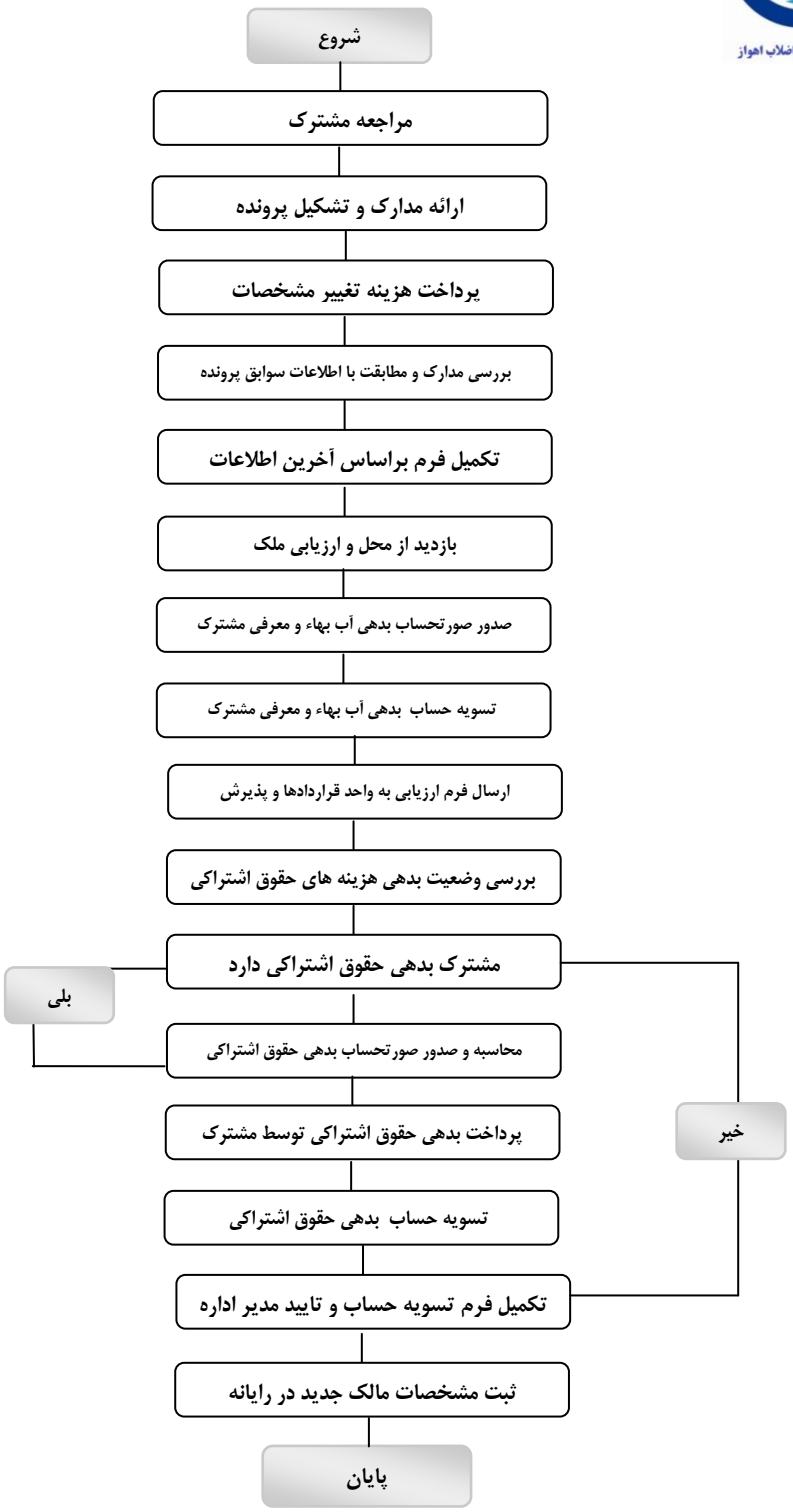فرآیند تغییر مشخصات