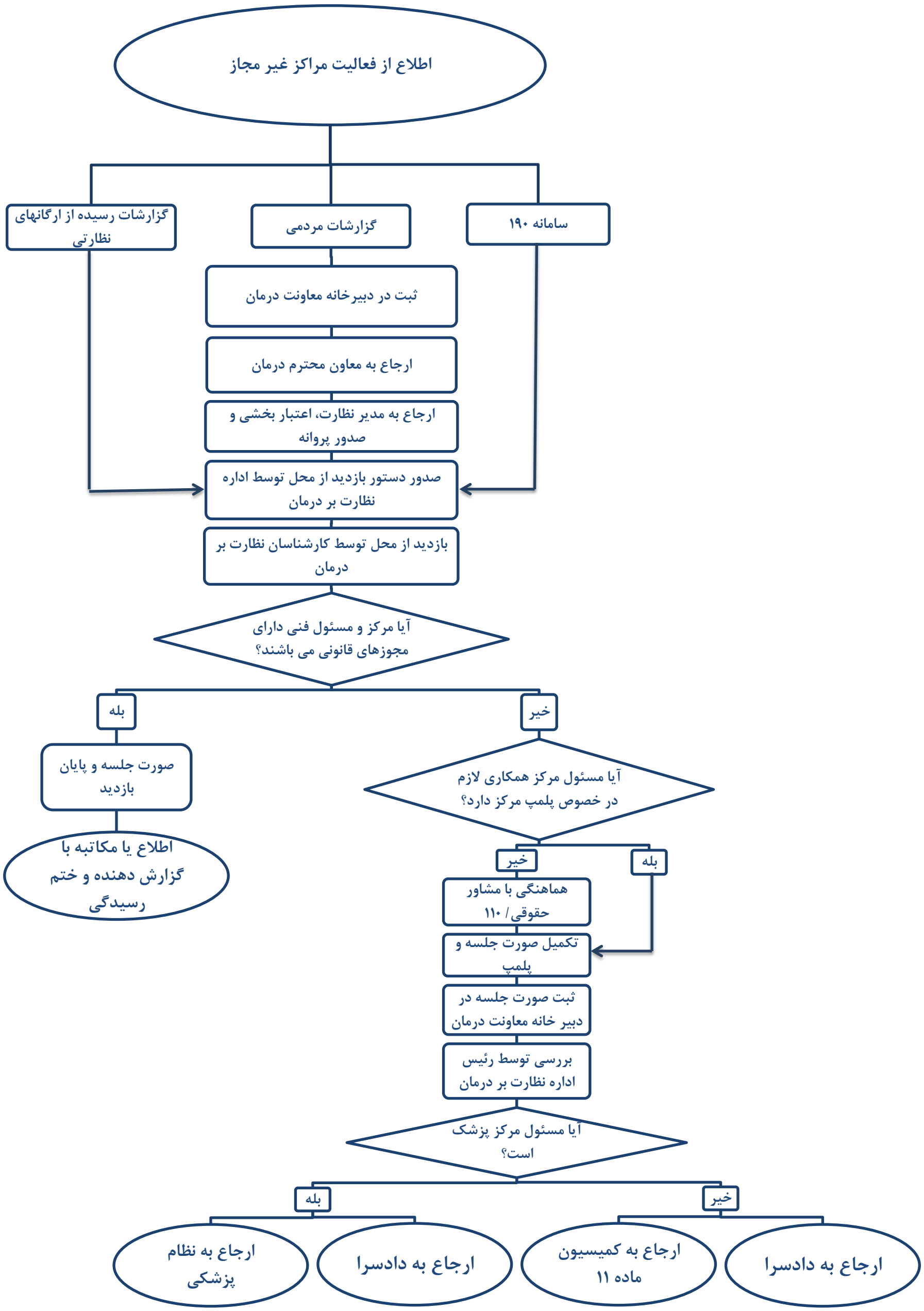فرایند برخورد با مراکز غیرمجاز