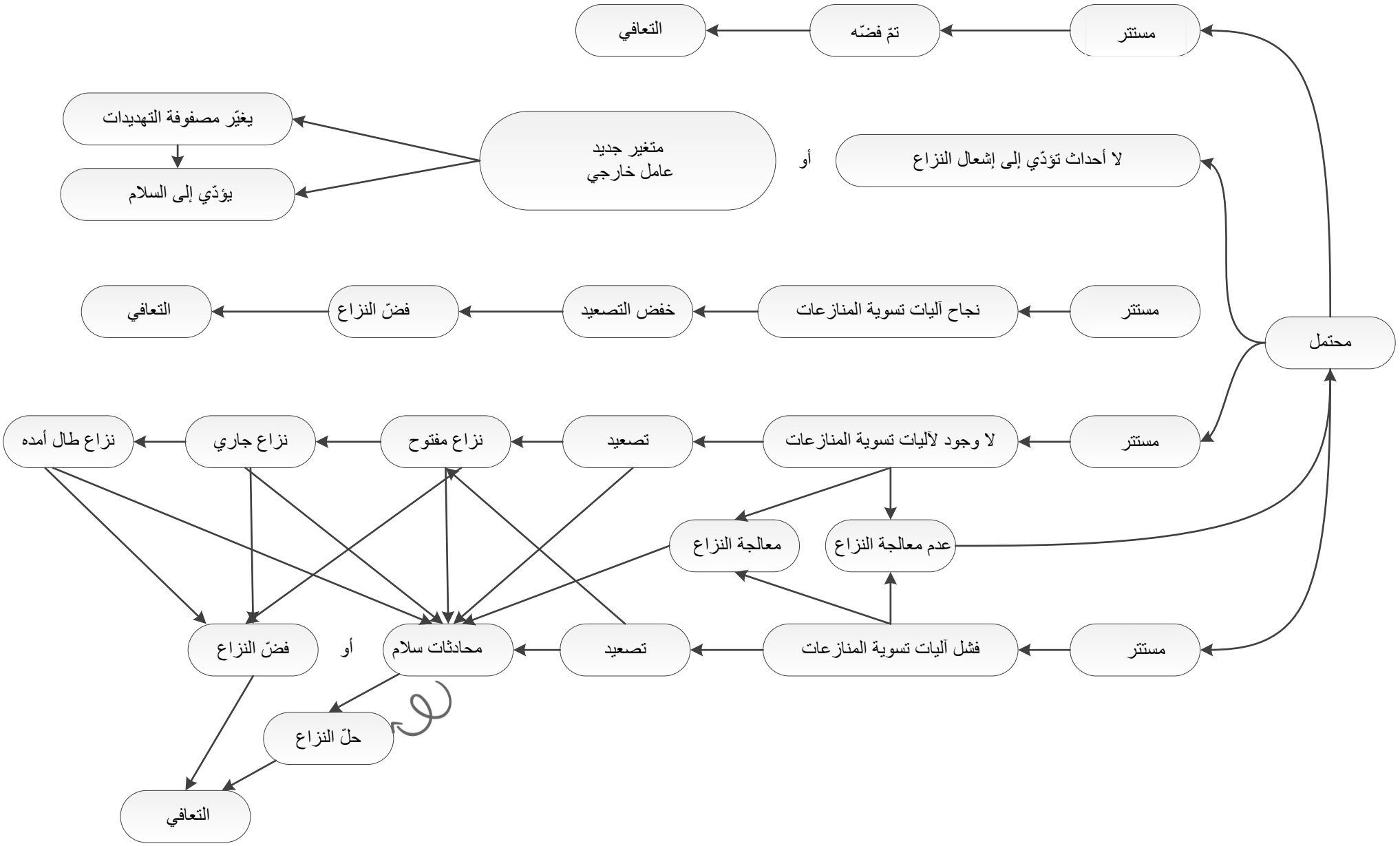مراحل النزاع