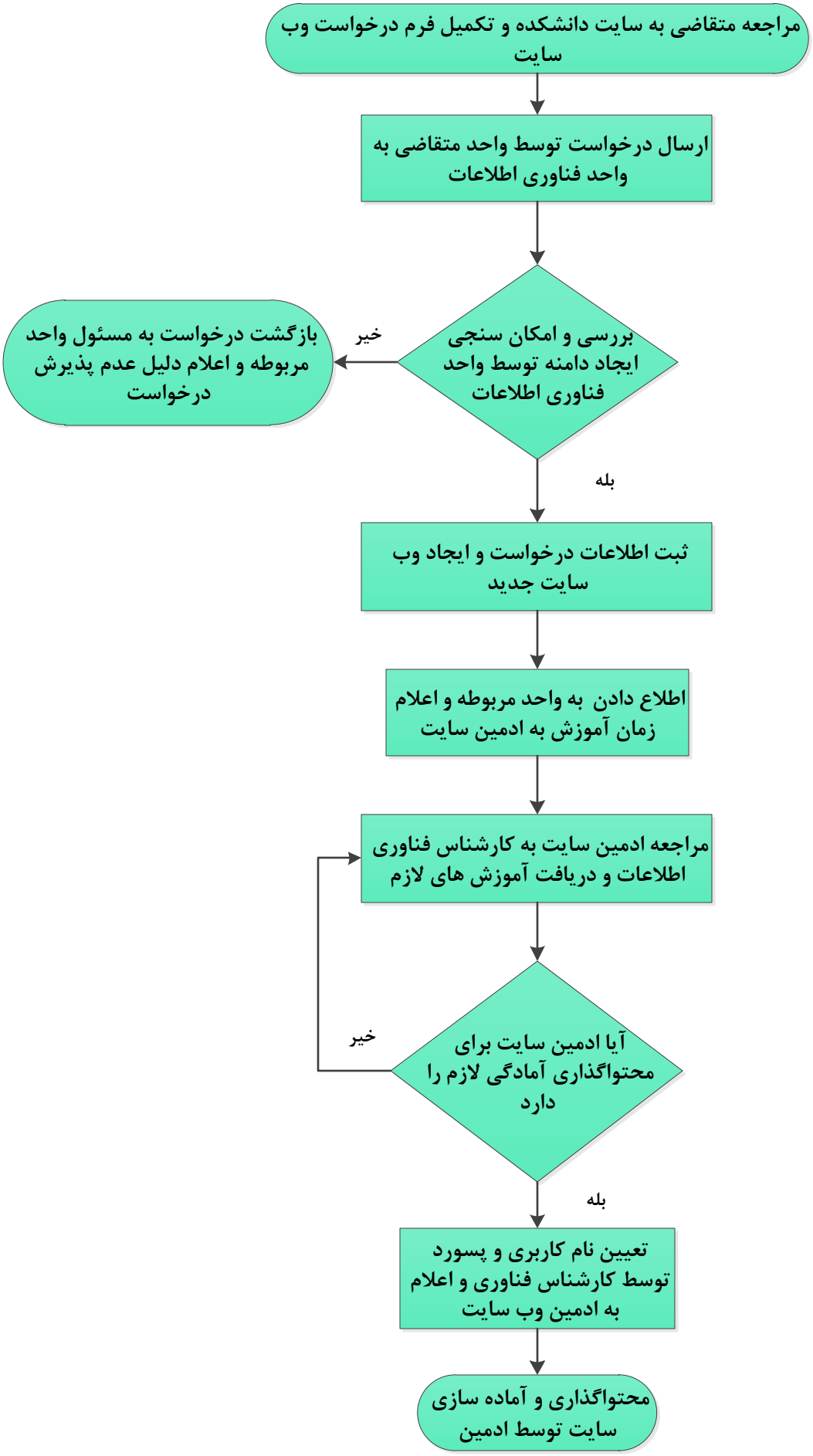فرایند درخواست وب سایت