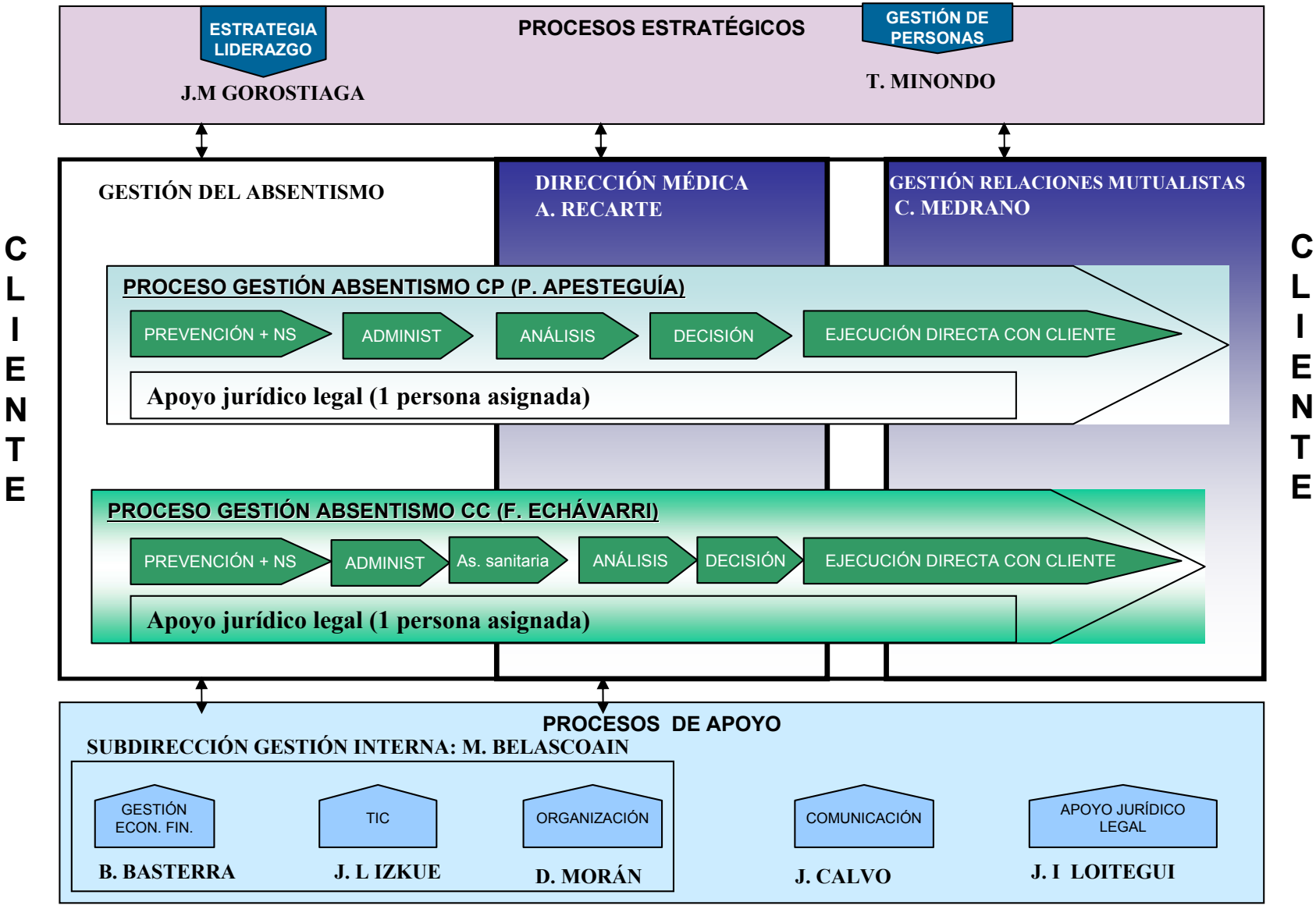Mapa de procesos