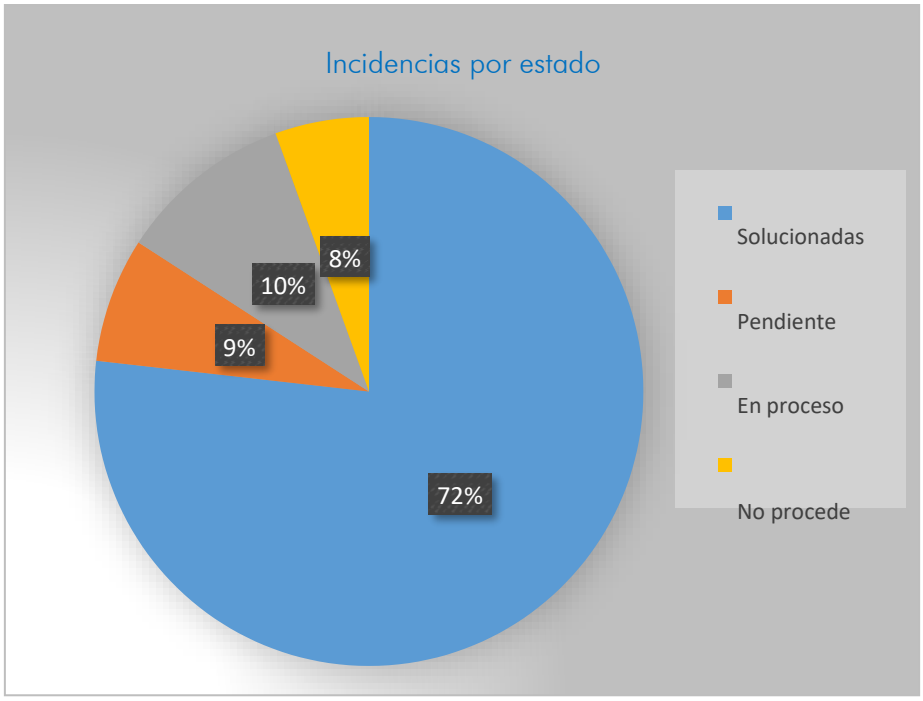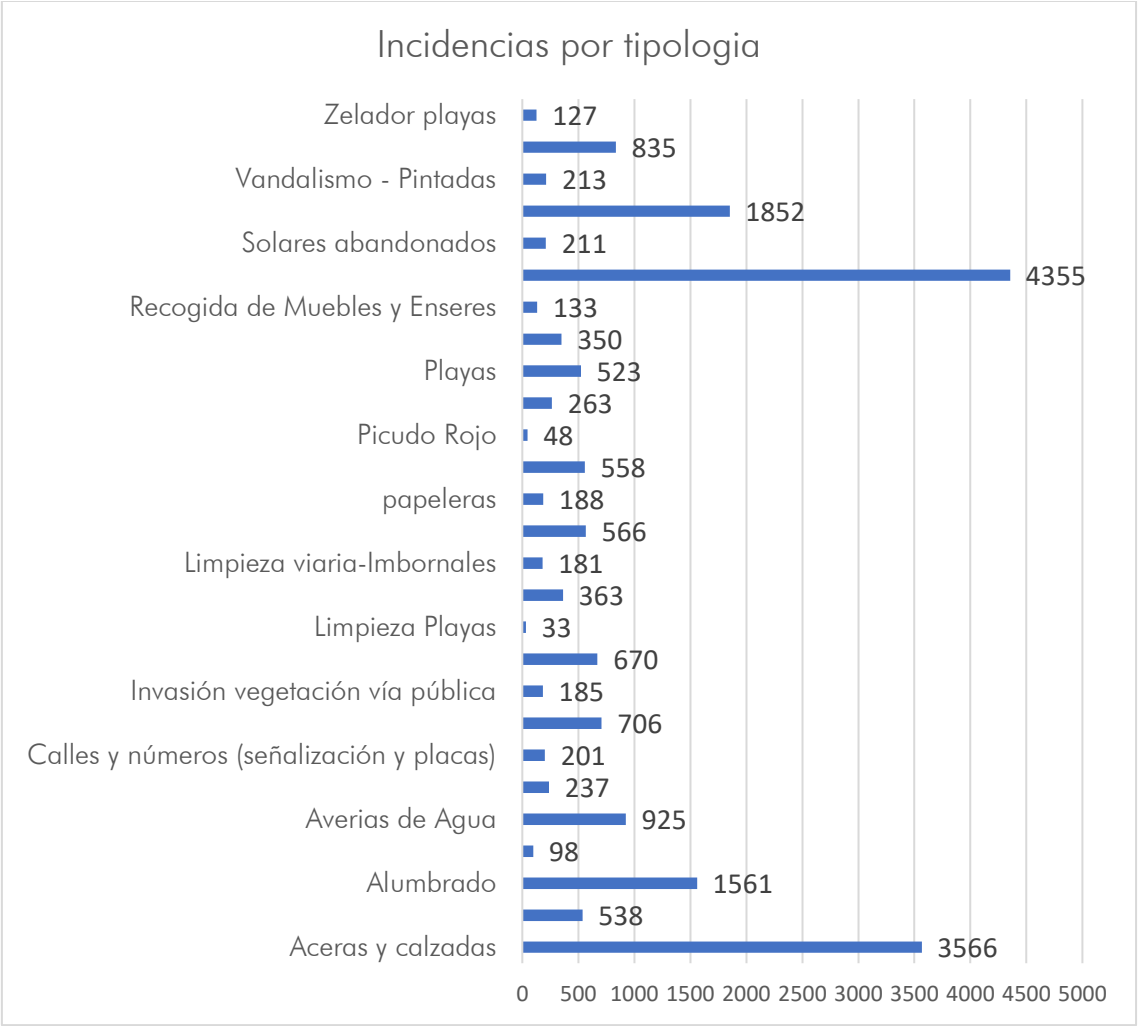INFORME RESOLUCION DE INCIDENCIAS