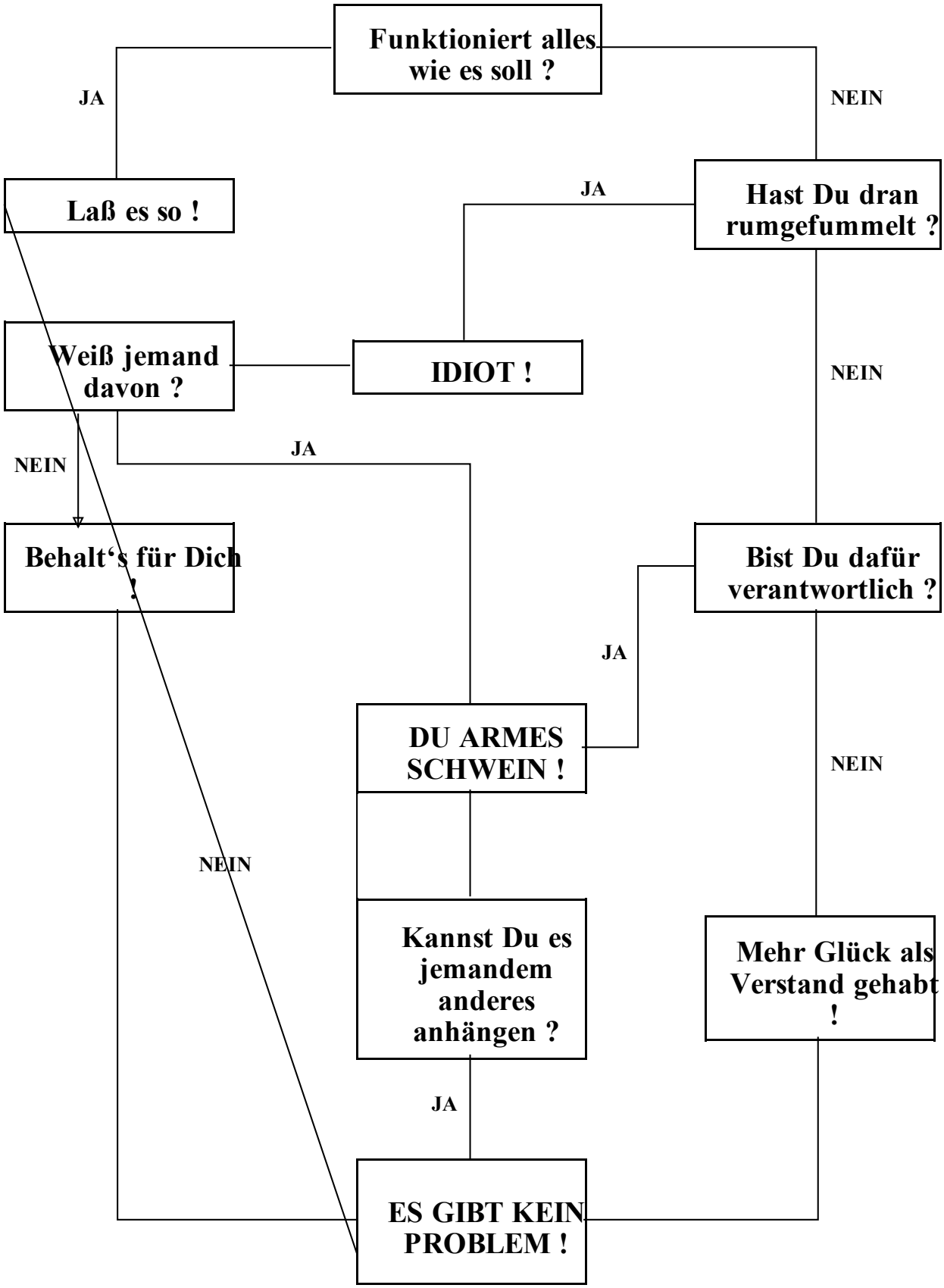Wie löse ich ein Problem ?