**SOP for Active Directory Sync Issues**

**Purpose**

To troubleshoot synchronization issues in Active Directory.

**Scope**

Includes user authentication and group policy updates.

**Procedure**

1. **User reports Active Directory sync issue** via Help Desk.
2. Verify replication status and logs.
3. Restart domain controller services if required.
4. Check DNS configuration and connectivity.
5. Escalate to system administrator if issue persists.
6. Confirm resolution with user and close the ticket.