**SOP for Application Crash Issues**

**Purpose**

To diagnose and resolve frequent application crashes.

**Scope**

Covers locally installed and web-based applications.

**Procedure**

1. **User reports application crash issue.**
2. Check error logs and event viewer.
3. Update/reinstall the application.
4. Verify system compatibility and resources.
5. Escalate to vendor support if unresolved.
6. Confirm resolution and close the ticket.