**SOP for Firewall Blocking Application Access**

**Purpose**

To restore access to applications blocked by the firewall.

**Scope**

Includes security settings and policy restrictions.

**Procedure**

1. **User reports firewall block issue** via Help Desk.
2. Check firewall logs and rules.
3. Add necessary exceptions for trusted applications.
4. Verify security compliance before modifying rules.
5. Escalate to IT Security if required.
6. Confirm resolution with user and close the ticket.