# SOP for Application Crash Issues

## Purpose

To troubleshoot and resolve Application Crash issues.

## Scope

Includes Software systems and Application Crash-related services.

## Procedure

1. User reports Application Crash issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Software support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.