# SOP for Configuration Issue Issues

## Purpose

To troubleshoot and resolve Configuration Issue issues.

## Scope

Includes Email systems and Configuration Issue-related services.

## Procedure

1. User reports Configuration Issue 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 Email support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.