# SOP for Firewall Issues

## Purpose

To troubleshoot and resolve Firewall issues.

## Scope

Includes Network systems and Firewall-related services.

## Procedure

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