# SOP for Update Issue Issues

## Purpose

To troubleshoot and resolve Update Issue issues.

## Scope

Includes Software systems and Update Issue-related services.

## Procedure

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