SOP: Here is a possible solution for the user's issue with uploading documents in Piper:

Check Piper service status: Verify if the Piper service is up and running without any known issues. This can be done by checking the status of the service on the Piper website or contacting the Piper support team.

Disk space: Ensure that there is sufficient disk space available on the server or storage system where Piper is hosted. If the disk space is low, it can prevent the user from uploading documents. Check the disk space usage and free up space if necessary.

User access permissions: Verify that the user has the necessary access permissions to upload documents in Piper. Ensure that the user is assigned the appropriate roles or permissions that allow document uploads. If needed, consult the system administrator or the team responsible for managing user access.

Escalate to L3 team: If the above steps do not resolve the issue, escalate the problem to the L3 (Level 3) support team. Provide them with all the relevant information about the issue, including any troubleshooting steps already taken. The L3 team will have advanced technical knowledge and expertise to investigate and resolve complex issues.

It's important to note that the solution steps provided are generic and may vary depending on the specific implementation and configuration of the Piper system. It is recommended to consult the official documentation or contact Piper's support for more accurate and detailed troubleshooting steps.