

ID: 77

P2 2026-02-02 Palo Invalid credentials (ID:77)

2/2/26 Malik unable to VPN

Active: True Status: COMPLETED

Ticket No.:

Purchase Order No.:

Flags (1on1, Exch, ITP):

cohda-77.txt - P2 2026-02-02 Palo Invalid credentials (ID:77)

02/02/26

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05:18 Email from Malik - VPN not working for me. Invalid credentials.

10:11 Replied advisng VPN is working for other users and account is not locked.

11:10 Replied to Malik advising "Invalid credentials" is generic.

11:16 asked if he can ping vpn.cohdaportal.com & reinstall GP.

11:24 Ticket this created.

15:20 Reolved issue. Refer CohdaIT.chm -> cohda-77.txt - P2 2026-02-02 Palo Invalid credentials (ID:77)

NOTES UPDATED: 2026-02-02 15:29 (TODO.EXE v2026.1.23.923)