

ID: 91

P1 2026-03-16 Global Protect VPN Issue. (ID:91)

27/3/26 ticket completed.

Active: True Status: COMPLETED Ticket No.: 0509298

Purchase Order No.: Flags (1on1, Exch, ITP):

Email: russell.thomas@cohdawireless.com

cohda-91.txt - P1 2026-03-16 Global Protect VPN Issue. (ID:91)

4/3/26

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10:15 Email to Usman asking for his mobile no.

12:06 email from Usman with his mobile number so I can create a Duo account for hi 2FA. i already hd it.

5/3/26

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14:40 Email from Usmn advising get is getting "invalid credentials" when trying to connected as
usarway@cohdawireless.com.

8/3/26

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17:57 Replied to Usman email from the 5th, asking him to try usman.srwar@cohawireless.com

10/3/26

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19:14 Email from Usman advising he is still receiving the same error. Advised he will call 9:30 tomorrow.

11/3/26

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05:49 Email from Usman scheduling a Teams meeting for 09:30 to look at the VPN issue.

09:30 Teams meeting with Usman. looked at issue but no resolution.

15:55 emailed Support @ iocane.com asking them to look at VPN issue. Ticket No. 0509298

16:52 email from IOCANE.Support@iocan.com.au advising iocane@cohdawireless is unable to login. Getting
Invalid credntials.

16/03/26

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12:01 Ticket CREATED.

25/3/26

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08:56 Confirmation email advising issue had been resolved 20/3/25 8:55 with option to confirm or re-open.

27/3/26

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08:57 "Ticket Closed Automatically - GlobalProtect VPN Issue...[IOCANE:0509298] email advising ticket had
been closed.

Ticket UPDATED: 2026-03-27 15:57 (TODO.EXE v2026.3.16.1246)