

ID: 95

P2 2025-11-13 Palo FW upgrade management (ID:95)

27/3/26 Separated from Palo update management ticket 15.

Active: True Status: WIP

Ticket No.: IOCANE:0511724

Purchase Order No.:

Flags (1on1, Exch, ITP): 1on1, ITP

Email: russell.thomas@cohdawireless.com

cohda-95.txt - P2 2025-11-13 Palo FW upgrade management (ID:95)

4/2/26

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Action-Required: PAN-OS 10.1 End of Life (March 31,26)

-We are running 10.1.3. (12.1.4-h2 released today) Email to Adam asking to quote upgrade. Refer CohdaIT.chm

-> SOPs -> IT Specific -> Palo -> PAN-OS Upgrade

-Noted added to upcoming.

-Adam asked if we want fixed or T&M. I said T&M will be fine.

Status set to WAITING, Priority set to 1. Noted added to upcoming.

9/2/26

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12:37 Email from Gaurav asking for details on FW & GP client.

17:38 Replayed with screen show of installed OS & advised GP version was 6.2.0-89

13/2/26

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Raised POR001893 as per T&M quote 12/2/26

12:30 Palo Alto Networks Content Update

18/2/26

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14:19 Email from Netsuite advising POR001893 had been approved.

14:21 Logged into Netsuite & clicked the "Email Purchase Order" button.

Got gosting on last line item wrong. Rhys amended the POR001893 and I Logged into Netsuite & clicked the "Email Purchase Order" button again. Adam confirmed he received the amended PO.

16:40 Palo Alto Networks Content Update

27/2/26

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10:00 Kikoff meeting with Russell, Stuart, Gaurav & Usman.

-Provide remote access for Usamn

-Breaking public IPv6 not a show stopper.

-UAT:Check VPN & Internet access.

-30-40min to upgrade. Longer if upgrade needs to occure in two stages.

12:00 "Kickoff - Cohda Palo Alto Project email from Stuart with minites of meeting held 27/2/26 at 10am

12:22 "System Outage notification of Firewall upgrade 10th March" Email to staff. Added reminder to upcoming.json to send reminder email on the 6th of March

13:20 Email from Usman Sawware at locan requesting remote access & topology diagram

3/3/26

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11:42 "Upcoming End of Life for PAN-OS 10.1" email from updates@paloaltonetworks.com

16:22 replied to Usman's email from the 27th aking for his mobile no for the Duo 2FA.

16:32 Send Usman a copy of the network digram as requested.

4/3/26

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12:07 Usman provided his mobile no. I already had it in my contacts. Set up his Duo access.
15:51 Replied to Usman's email advising he should have received a couple of SMS's from Duo re 2FA.
15:53 SMS Usman with his AD credentials.

13/3/26

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Email from Stuart asking if the iocane account password had been reset. Responded 16/3/26 advising it had.

24/3/26

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19:23 Project change request created - Cohda Wireless currently operates a Palo Alto PA 440 firewall as the primary internet edge security device for the office environment. The firewall is running PAN OS 10.1.3, which reaches End of Support (EOS) at the end of this month. To maintain security compliance, vendor supportability, and software currency, the firewall will be upgraded to the latest recommended maintenance release PAN-OS 11.2.10-h4. According to Palo Alto Networks' official upgrade guidance, devices running PAN OS 10.1.x can directly upgrade to PAN OS 11.2.x without requiring intermediate upgrades to 11.0 or 11.1. All services flowing through the firewall will experience full downtime which is approximately 35 to 45 minutes.

25/3/26

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11:18 "Change Request Approval - palo upgrade [IOCANE:0511724] email" from iocane.support@iocane.com.au
14:28 Accepted the change request.

26/3/26

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14:56 PAN-OS 10.1 support ends in 7 days.

26/3/26

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18:25 ticket IOCANE:0511724 update to show upgrade has been completed.

27/3/26

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15:14 Ticket CREATED. - Copied contents from ticket 15 - Palo upgate management.

Ticket UPDATED: 2026-03-27 15:53 (TODO.EXE v2026.3.16.1246)