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Case Template for Strata products
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0. Headline (Subject of this case):


1. Device Information (Platform and Software version)
Product/Model:
Software: (version of PAN-OS, GP Agent, UIA)

2. Describe the Issue (What?):
- Please describe what occurred in the environment with PANW Strata products in detail.
- Please describe what you want to clarify in this case.


3. Execution summary by Partner / Customer (Log analysis, Reproduction attempts, etc.):
- Please describe what kind of logs you reviewed and found.
- Please describe what you did relevant to this issue on your side.


4. Purpose for opening case:
[] Root cause analysis
[] Workaround provisioning
[] Others

- When you select "Others" option, please describe the actual purpose of this case.


5. Date/time of occurrence (When?):


6. Frequency of the problem:
[] Once (First time)
[] Random interval.
[] Fixed interval.

- When you select "Random/Fixed interval" options, please describe the frequency in detail.


7. Occurred in production network?
[] Yes
[] No

8. Network/Service outage?
[] Yes
[] No

9. Currently recovered?
[] No, problem is still observed.
[] Yes, problem is now mitigated.

- When you select "Yes" option, please describe how the system was recovered (e.g. Recovered
itself).


10. If any, what changes were done prior to this problem?
[] Nothing
[] Install the device newly
[] Changed the device configuration and/or upgrade the software
[] Changed the surrounding equipment(s).
[] Maintenance work (Hardware replacement, system shutdown, etc.)
[] Change of usage situation (Change in traffic pattern, change in number of users, etc.)
[] Other

- When you select "Changed the surrounding equipment(s)." option, please describe what
device(s) and/or component(s) are changed in detail.
- When you select "Other" option, please describe what you or the customer changed in detail.
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11. How many users this problem is affected?
[] One user
[] Multiple users
[] All users

12. Can any data / logs be gathered?
[] Yes, and device is remotely accessible.
[] Yes, from production network but remote access is unavailable.
[] Yes, the problem is reproduced in the lab.
[] No

13. Lab replication attempt done:
[] Yes, and the same or similar issue can be reproduced.
[] Yes, but the issue can't be reproduced.
[] No, the devices in the lab are not vacant.
[] No, there are no devices of the same or similar models in the lab.
[] No, due to any other reasons.

- When you select "Yes" options, please describe the steps regardless of reproducibility.
- When you select "No, due to any other reasons." option, please describe the reason.

14. Detailed explanation of the attached file(s):
- Please explain all of the attached files.
- Please attach Tech Support Files individually, and as is exported from the device.

Checklist
Please make sure you have completed the following items before opening a case:
[] Collect the detailed logs and information, and provide them to us.
[] Review and inspect the log messages.
[] Isolate the observed issue and find the point of problem.
[] Refer the published documents (e.g., Administrator's Guide), Knowledge Base and/or
LIVEcommunity articles.
[] Attempt to replicate the issue in the lab.