

Report Title: Change Request Details

Run Date and Time: 2025-12-17 22:14:20 Indochina Time

Run by: Iyawat Kongmalai

Table name: change_request

Change Request

Change Number:	CHG0032545	State:	Review
BU:	INDARA, SE Life, TGH, RDD, SEM, SECAP, SEMR, TGS, PCK2	Type:	CAB
Project Name:	Infrastructure	Risk:	Moderate
Project Type:	Quick Fix	Reference No:	INC0077896
Requested by:	Massakorn Wongnavasurak	Hold Change Request:	false
Requested by Department:	Infrastructure and Operation Department	Type of Deployment:	Fix Bug
CAB Date:	2025-01-23	Assignment group:	Infrastructure
Business service:		Assigned to:	ITInfra
Planned Deploy Date:	2025-01-23 18:44:59	Deployed by:	Massakorn Wongnavasurak
Planned End date:	2025-01-23 18:45:02	Parent Change:	
Status:	Present CAB, UAT Signoff : Completed, Step Deploy : Pass	Solution No.:	ARB
		solution no (check):	true

On hold reason:

Title:

Firewall palo alto PAN-OS Zero-Day CVE-2024-0012 ความรุนแรงระดับ Critical คะแนน CVSS 9.3

Description:

- Upgrade Version 10.2.8-h3 เป็น Version 10.2.12-h2 (PA 5220)
- Upgrade Version 10.2.6 เป็น Version 10.2.12-h2 (PA 3220)

Planning

Summary of Deployment:

Upgrade Software Version (Security issue)

Source & Reason for Request:

Upgrade Version 10.2.8-h3 เป็น Version 10.2.12-h2 (PA 5220)Upgrade Version 10.2.6 เป็น Version 10.2.12-h2 (PA 3220)เพื่อแก้ไข Firewall palo alto PAN-OS Zero-Day CVE-2024-0012 ความรุนแรงระดับ Critical คะแนน CVSS 9.3

Deployment Steps details:

Upgrade Action Plan_Firewall.xlsx

Detail

Required deploy in DR site:

No

Change database Structure:

NO

“Do Nothing” Implications:

Areas Impacted By This Change:

Rollback/Fallback Plan (if any):

Risks & Mitigations:

Supporting Person After Deployment:

Massakorn Wongnavasurak

Tel : 02 6311331 Ext.9416

Mobile : 086 576 0085

Supporting Documents

UAT SignOff:

true

App Scan:

false

Exception Form:

false

Reference (CR):

false

Approve for Patch Data:

false

UAT SignOff File Attachment:

App Scan File Attachment:

Exception File Attachment:

CR File Attachment:

Patch Data File Attachment:

Test Case Project URL:

Defect Project URL:

Other Support document,pls. explain and insert file on top (optional):

Actual Deploy

Actual start date:

2025-04-28 15:36:41

Actual end date:

2025-04-28 15:37:03

Conflicts

Closure Information

Close code:

Successful

Close notes:

ดำเนินการเรียบร้อยแล้ว

Note

Watch list:

Work notes list:

Additional comments:

Work notes:

Related List Title:

Conflict List

Table name:

conflict

None

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval for = CHG0032545
Sort Order: Created in descending order

15 Approvals

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Supachart Songsompun	VP IT Operation Management		CHG0032545	2025-02-03 13:54:17
Approved	Chakkapong Ouwiratana	CAB Approval		CHG0032545	2025-01-28 14:29:18
Approved	Natsant Chansiripaiboon	CAB Approval	2025-01-28 14:35:42 - Natsant Chansiripaiboon (Comments) reply from: natsant.c@tgh.co.th Approved. Ref:MSG1427577_JzTg EFJcqBd1y34jyAxW	CHG0032545	2025-01-28 14:29:18
Approved	Sunya Khanto	CAB Approval		CHG0032545	2025-01-28 14:29:18
Approved	Theerapat Thamnusarn	CAB Approval		CHG0032545	2025-01-28 14:29:18
Approved	Theerapat Thamnusarn	IT MOA		CHG0032545	2025-01-22 15:56:37
Approved	Chanin Sinchai	Change Management 2		CHG0032545	2025-01-22 15:56:37
No Longer Required	Sunya Khanto	Infrastructure		CHG0032545	2025-01-22 13:21:01
No Longer Required	Artit Inlam	Infrastructure		CHG0032545	2025-01-22 13:21:01
Approved	ITInfra	Infrastructure		CHG0032545	2025-01-22 13:21:01
No Longer Required	Theerapat Thamnusarn	Infrastructure		CHG0032545	2025-01-22 13:21:01
No Longer Required	Sittipong Boriboon	Infrastructure		CHG0032545	2025-01-22 13:21:01
No Longer Required	Auttachai Phet-a-dipong	Infrastructure		CHG0032545	2025-01-22 13:21:01
No Longer Required	Massakorn Wongnavasurak	Infrastructure		CHG0032545	2025-01-22 13:21:01
Approved	Chanin Sinchai	Change Management		CHG0032545	2025-01-22 13:11:24