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CrowdStrike Falcon EDR (TS Partners Unaffected)

July 20, 2024

Background

On July 19, CrowdStrike, an independent cybersecurity company, released a configuration update for Windows hosts that, when installed, impacts Windows 10 and later systems globally. CrowdStrike Falcon/Microsoft customers began reporting network outages experienced as the "Blue Screen of Death."

TS Partners Unaffected

While not a Microsoft incident per se, it impacted Windows systems worldwide. TS Partners does not use CrowdStrike Falcon on Windows Servers or workstations at its facility.

Client enterprise(s) using CrowdStrike in their Windows Server infrastructure may be exposed and remediation required.

<https://www.crowdstrike.com/falcon-content-update-remediation-and-guidance-hub/>

Additional Information

The outage was caused by a defect found in a Falcon content (configuration) update for Windows hosts. Mac and Linux hosts are not impacted. This was not a cyberattack.

CrowdStrike delivers security content configuration updates to its sensors in two ways: Sensor Content shipped with its sensor directly—and Rapid Response Content “designed to respond to the changing threat landscape at operational speed.”

The Rapid Response Content updates appear to be small and frequent, to allow the Falcon platform to tackle new cyber security threats. In this case, a bug caused an issue. The issue on Friday involved a problematic Rapid Response Content update with an undetected error and resulted in a Windows system crash.

For questions regarding Policy, contact CEO or COO.

Last Review: July 20, 2024

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