

Alert Bulletin

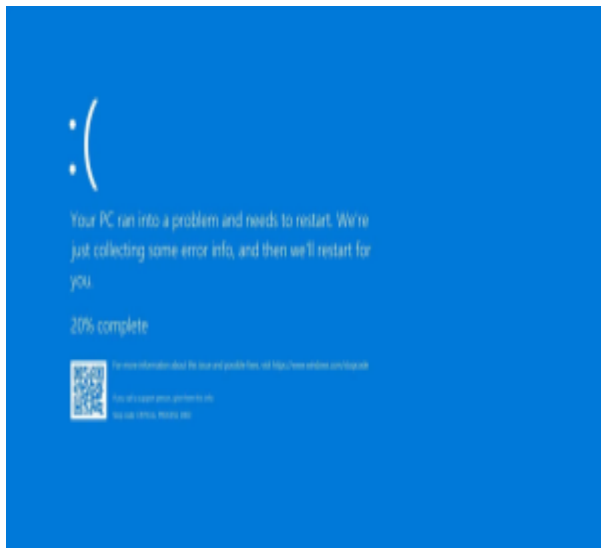
Bulletin N.: 2024-19

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Subject: Alert 2024-19 Windows Failures Related to CrowdStrike

Traffic Light Protocol (TLP): White

The **CrowdStrike technical engineering team** reports that, as of today, **July 19, 2024**, there have been reports of operational issues and reboot cycles (resulting in system unavailability) on **Windows systems** with the **CrowdStrike Falcon agent (or sensor)** installed. The visible symptom is the **Windows blue screen of death (BSOD)**:



The manufacturer has indicated that the issues are due to changes made to certain files of the agent, and has since reverted and removed these files.

CYBOLT has resilient policies in place to handle such situations, so the impact was limited to a small number of systems. However, clients identified with the reported risky characteristics have been attended to.

CYBOLT has already rolled back the faulty update. If the **SOC** observes offline systems, **Cybolt analysts** will be contacting you. Should any system be affected, you can contact us through your **Delivery Executive** or by submitting a ticket to the **Cybolt Help Desk**.

Clients using **CrowdStrike solutions** but without the **EDR/XDR Falcon Sensor** installed are not affected.