

**Computer Emergency Response Team of Mauritius
Ministry of Information Technology, Communication and Innovation**

CERT-MU Security Alert

Date: 19 July 2024

Update No 1: CrowdStrike Releases Workaround for the Blue Screen Error for Systems Running Microsoft Windows

CERT-MU wishes to inform users that CrowdStrike has released a workaround to address the crashes on Microsoft Windows systems related to the Falcon Sensor. According to CrowdStrike, if hosts are still crashing and unable to stay online to receive Channel Files Changes, the following steps can be used to fix this issue:

1. Boot Windows into Safe Mode or the Windows Recovery Environment
2. Navigate to the C:\Windows\System32\drivers\CrowdStrike directory
3. Locate the file matching “C-00000291*.sys” and delete it.
4. Boot the host normally.

For more information about the update:

<https://supportportal.crowdstrike.com/s/article/Tech-Alert-Windows-crashes-related-to-Falcon-Sensor-2024-07-19>

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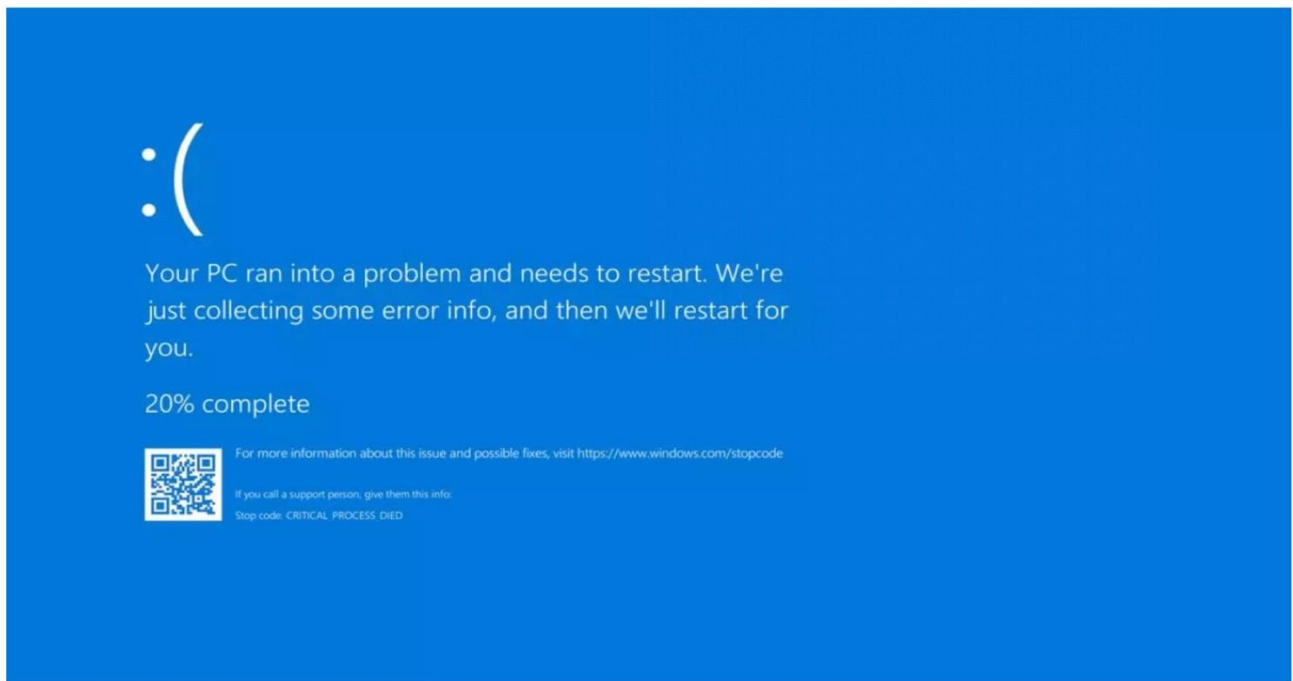
Severity: Critical

Microsoft Windows PCs are Crashing Worldwide Due to CrowdStrike Issue

Description

Windows users around the world including Mauritius are experiencing involuntarily shut down of their PCs, along with the “Blue Screen of Death”, with the message that their Windows could not load. This issue is apparently caused because of an update by CrowdStrike to its Falcon software.

Organisations around the world, including essential services in Australia, UK, US and Mauritius have already been impacted.



As per CrowdStrike, the company is aware of reports of crashes on Windows hosts related to the Falcon Sensor and they are trying to fix the issue. Potential workarounds along with a Technical Alert is expected to be published shortly. CERT-MU will post the updates as soon as they become available.

Report Cyber Incidents

Report cyber security incident on the **Mauritian Cybercrime Online Reporting System (MAUCORS - <https://maucors.govmu.org/>)**

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