

The Principality manages to avoid incidents with the CrowdStrike

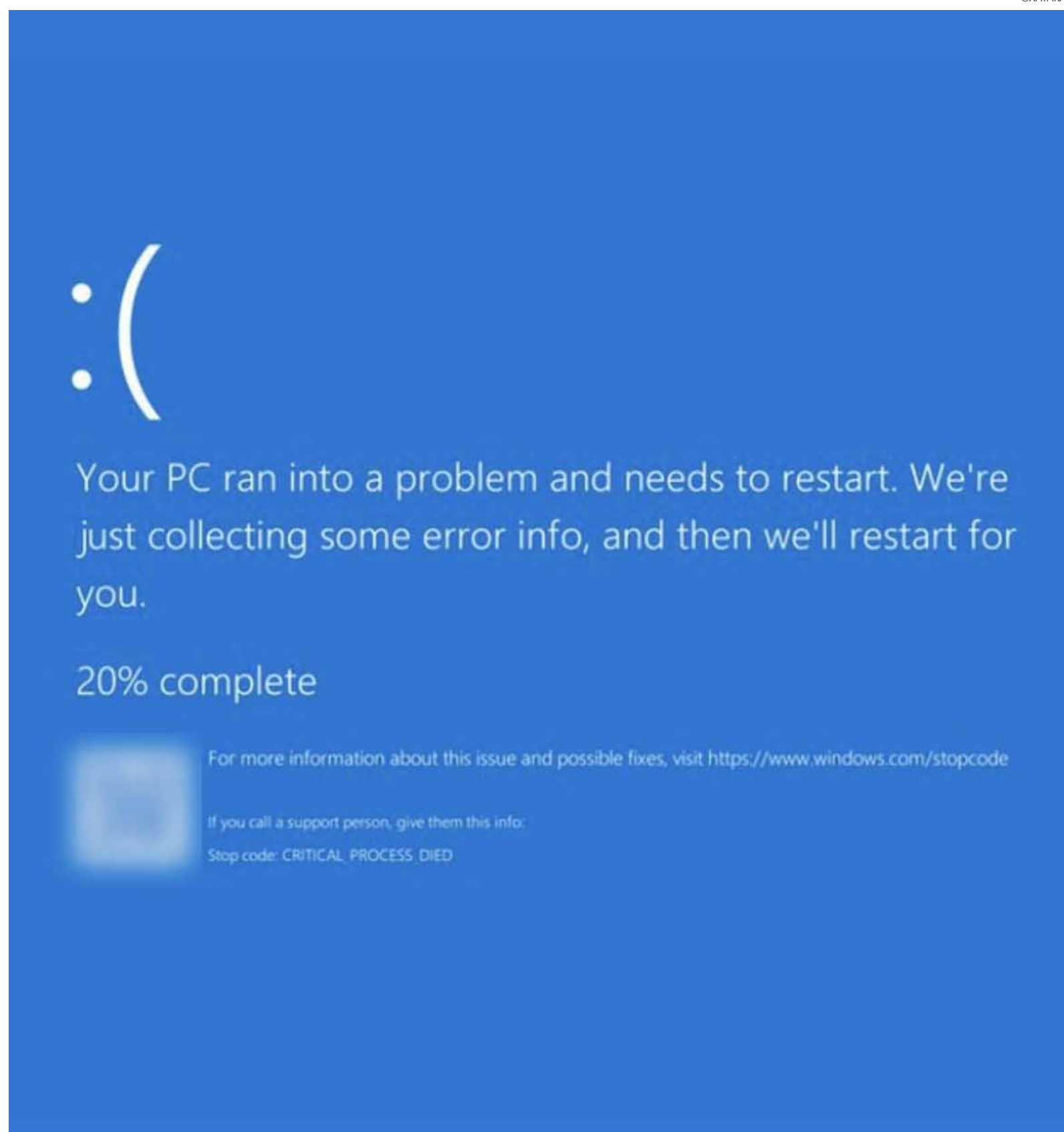
The effects have been on a global scale in sectors such as banks, airports and travel agencies

EL PERIÒDIC
ESCALDES - ENGORDANY

Numerous users of Microsoft systems reported a series of problems related to the recent update of the security software, Falcon, from the company CrowdStrike, during the morning of last Friday. The update, designed to improve protection against cyber threats and attacks, unexpectedly caused a number of significant inconveniences worldwide for users and organizations that rely on Microsoft's suite of products.

Regarding the Andorran territory, no major incidents were recorded, as confirmed by the Government: «The impact on the services offered by the CrowdStrike system has had little impact in Andorra. What we can say is that it has affected few of the country's infrastructures and users have not been affected», adding that «this technological incident has already been resolved in the affected services here in Andorra with the mitigation measures offered by the supplier».

However, the fall of the system generated incidents in airports, banks and communication agencies, as confirmed by El País, as well as specifying that the incidents included «from the London Stock Exchange to the chain of Sky te-



The warning that appears on the screens of the affected devices.

@XATAKA

did major update

levision, the Bizum electronic payment system and other countries' transport infrastructures".

As for the affected users since the implementation of the update, they experienced a noticeable decrease in the performance of their systems. Key applications, such as Microsoft Office and Teams, exhibited loading and performance issues,

leading to frustration and loss of productivity in work and education environments. Additionally, some users reported that their systems froze or experienced unexpected crashes, forcing them to reboot their de-

vices frequently.

A computer scientist consulted by EL PERIÒDIC explained

that «this is an update for Windows of the CrowdStrike software, which is an antivirus, and the update of this software caused the operating system in general to be corrupted, affecting the initialization

of the service and the server». A fact that, according to the professional, has two ways to be solved: «Depending on the type of configuration the software has, internal management can be done by deleting some file, and the system could

The fall of the system generated major incidents in airports and banks such as the London Stock Exchange

Key applications, such as Microsoft Office and Teams, have shown loading and performance issues



Government

«We can say that the incident has affected few infrastructures in the country and users have not been harmed»

Computer expert

«The update has corrupted the operating system, affecting service and server initialization»

be restarted. If not, the complete machine would have to be reset and it is a bit more complicated job. The affect extends to almost 70% of Windows users».

For their part, Microsoft and CrowdStrike acknowledged the problems and are working together to find a solution. In a statement, CrowdStrike mentioned: "We are aware of the problems that some users are experiencing after the recent update of our software. We are working closely with Microsoft to identify and resolve these issues as soon as possible. We appreciate the patience of our users while we work on a solution.»

In the meantime, recommendations for affected users include temporarily disabling some features of CrowdStrike's software and making adjustments to their system settings to mitigate adverse effects. Like the instructions of the technology content platform, Xataka, which explained how it can be solved if you are a private user. The brand recommended starting the Windows system in «safe mode», then, look for the CrowdStrike folder, look for the file C-00000291*.sys. and delete. Finally, the user will have to restart the computer. However, these temporary solutions have not been completely effective for everyone. ●

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