

MARKET DISRUPTION BRIEF

Microsoft Outage linked to CrowdStrike (August 13)

A significant bug in CrowdStrike's Falcon agent for Windows caused a global outage. Nearly all sensors are back online.

Current Conditions

As of July 29, 2024, CrowdStrike announced that ~99% of Windows sensors were online. CrowdStrike posted a [root cause analysis](#) of the incident.

Past conditions

On July 18, 2024, a significant bug in CrowdStrike's Falcon agent for Windows caused a global outage, affecting multiple sectors, including healthcare. This defect resulted in excessive CPU usage, consuming 100% of a single core on impacted machines, leading to widespread system failures and critical disruptions.

The healthcare sector experienced severe disruptions due to this bug. Hospitals and medical facilities relying on the affected systems faced significant operational challenges. The [bug bricked tens](#) of thousands of endpoints within hospital IT infrastructures, leading to unresponsive systems and interrupted services.

CrowdStrike responded by rolling back the faulty update and deploying a fix to mitigate the issue. They emphasized that the bug was not a security breach but a defect in the update. CrowdStrike CEO, George Kurtz, [said they are](#) "actively working with customers impacted by a defect found in a single content update for Windows hosts." However, resolving the issue required system reboots, which may be complex for many healthcare facilities operating around the clock. This necessity for reboots further complicated the recovery process, as hospitals have to carefully plan these actions to avoid disrupting critical operations.

Supplier Impact

In our supplier and distributor engagements, no major impacts have been conveyed other than what can be seen above. We are continuing to monitor the situation. If you are experiencing any impacts to your normal daily operations, please reach out to Disasterresponse@vizientinc.com

Additional resources

[CNBC Article on this issue](#)

[Cybersecurity and downtime preparedness in health system pharmacy: when it happens to you](#)

[Cybersecurity and downtime preparedness in health system pharmacy: readiness and mitigation](#)

[Supply assurance webpage](#); [Vizient Newsroom](#)



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