**Friday**

[Friday 5:59 AM] Layew, Jerusalem (Contractor)(CFPB)

i know no one is awake rn but cyberark is down

[Friday 6:20 AM] Layew, Jerusalem (Contractor)(CFPB)

GUYS

[Friday 6:22 AM] Layew, Jerusalem (Contractor)(CFPB)

THERE IS A WINDOWS OUTAGE!!!!!!!! AND ITS BAD. Nobody is able to get into their computers. ALL BLUE SCREENS

[Friday 6:36 AM] Layew, Jerusalem (Contractor)(CFPB)

[Major IT Outage Hits Banks, Airlines, Businesses Worldwide - WSJ](https://www.wsj.com/tech/microsoft-reports-major-service-outage-affecting-users-worldwide-328a2f40)

[Friday 6:44 AM] Layew, Jerusalem (Contractor)(CFPB)

CrowdStrike CEO George Kurtz posted on social media platform X that the company “is actively working with customers impacted by a defect found in a single content update for Windows hosts.”

He said: “This is not a security incident or cyberattack. The issue has been identified, isolated and a fix has been deployed.”

 [Friday 7:27 AM] Gray, Chantel (Contractor)(CFPB)

GM, we need help on the phones! we're getting slammed with blue screens calls. Everyone

like 1

[Friday 7:31 AM] Gray, Chantel (Contractor)(CFPB)

Can we start a problem ticket?

[Friday 7:41 AM] Ennis, Brandon (Contractor)(CFPB)

**Gray, Chantel (Contractor)(CFPB)**

Can we start a problem ticket?

Boyd, Kenard (Contractor)(CFPB)Potoreiko, Patrick (Contractor)(CFPB)

[Friday 7:50 AM] Layew, Jerusalem (Contractor)(CFPB)

Can someone send out an advisory??????!!!

[Friday 8:04 AM] Gray, Chantel (Contractor)(CFPB)

**Layew, Jerusalem (Contractor)(CFPB)**

Can someone send out an advisory??????!!!

Working on that now!

[Friday 8:05 AM] Layew, Jerusalem (Contractor)(CFPB)

thank the lord bc were broken records here

[Friday 8:10 AM] Boyd, Kenard (Contractor)(CFPB)

They got me

[Friday 8:12 AM] Gray, Chantel (Contractor)(CFPB)

did you reboot last night?

[Friday 8:12 AM] Boyd, Kenard (Contractor)(CFPB)

Can’t log into my computer

[Friday 8:12 AM] White, Kipp (Contractor)(CFPB)

Yes

[Friday 8:13 AM] Boyd, Kenard (Contractor)(CFPB)

**Gray, Chantel (Contractor)(CFPB)**

did you reboot last night?

It was sleep

[Friday 8:13 AM] Boyd, Kenard (Contractor)(CFPB)

They got my PC while he was sleeping

[Friday 8:15 AM] Watkins, Derrick (Contractor)(CFPB)

My computer won’t go pass the Dell boot screen. Did they say a fix or work around?

[Friday 8:28 AM] White, Kipp (Contractor)(CFPB)

are you guys able to run the repair

[Friday 8:28 AM] Boyd, Kenard (Contractor)(CFPB)

It’s not working

[Friday 8:29 AM] White, Kipp (Contractor)(CFPB)

can you guys use VDI

[Friday 8:30 AM] Watkins, Derrick (Contractor)(CFPB)

I am about to try now

[Friday 8:31 AM] Boyd, Kenard (Contractor)(CFPB)

I’m trying the work around now to see if it works

[Friday 8:32 AM] Moore, Brandon (Contractor)(CFPB)

**Boyd, Kenard (Contractor)(CFPB)**

I’m trying the work around now to see if it works

whats the workaround?

[Friday 8:33 AM] Moore, Brandon (Contractor)(CFPB)

nm i see one on reddit

[Friday 8:34 AM] Pennington, Christopher (Contractor)(CFPB)

What you see

[Friday 8:35 AM] White, Kipp (Contractor)(CFPB)

IN office team,  are you guys up and running?

[Friday 8:36 AM] Moore, Brandon (Contractor)(CFPB)

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.

[Friday 8:37 AM] Boyd, Kenard (Contractor)(CFPB)

They blocked safe mode on our computers 🤦‍♂️

[Friday 8:38 AM] Mrugacz, Peter (Contractor)(CFPB)

hi

[Friday 8:39 AM] Mrugacz, Peter (Contractor)(CFPB)

 I am unable to access password vault

[Friday 8:39 AM] Stukes, Alphonso (Contractor)(CFPB)

Fix it Pete

[Friday 8:39 AM] Mrugacz, Peter (Contractor)(CFPB)

is this the correct link [cyberark.cfpb.local](https://cyberark.cfpb.local/PasswordVault/v10/logon/pkipn)

[Friday 8:39 AM] Moore, Brandon (Contractor)(CFPB)

its everyone

[Friday 8:39 AM] Stukes, Alphonso (Contractor)(CFPB)

Yea, CyberArk is down

[Friday 8:40 AM] Moore, Brandon (Contractor)(CFPB)

kinda a crisis in the world rn bro lol

[Friday 8:40 AM] Mrugacz, Peter (Contractor)(CFPB)

lol good to know

[Friday 8:40 AM] Mrugacz, Peter (Contractor)(CFPB)

thank you

[Friday 8:40 AM] Scruggs, David (Contractor)(CFPB)

pretty much all major services are down

[Friday 8:40 AM] Mrugacz, Peter (Contractor)(CFPB)

good to know

[Friday 8:40 AM] Moore, Brandon (Contractor)(CFPB)

airplanes flying upside down i hear

[Friday 8:41 AM] Chantree, Andy (Contractor)(CFPB)

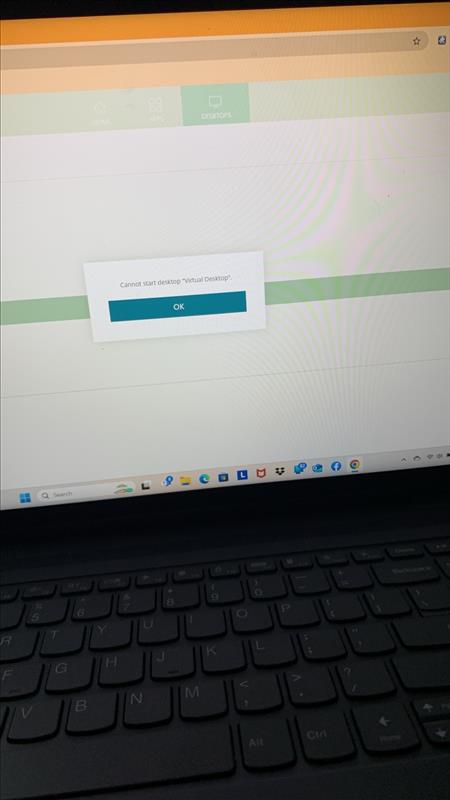
I can't get to CyberArk

[Friday 8:43 AM] White, Kipp (Contractor)(CFPB)

D.Scrugg are you able to do a problem ticket

[Friday 8:43 AM] Watkins, Derrick (Contractor)(CFPB)

I can get to Citrix, but virtual Desktop will not start up.



[Friday 8:43 AM] Moore, Brandon (Contractor)(CFPB)

Everyone Your cyberark PW from yesterday should work

[Friday 8:44 AM] Moore, Brandon (Contractor)(CFPB)

just used mine

[Friday 8:44 AM] Johnson, Traviz (Contractor)(CFPB)

vdi not working

[Friday 8:44 AM] Scruggs, David (Contractor)(CFPB)

White, Kipp (Contractor)(CFPB) I'm not able to

[Friday 8:44 AM] White, Kipp (Contractor)(CFPB)

NO

[Friday 8:46 AM] Stukes, Alphonso (Contractor)(CFPB)

Yea, my CyberArk from yesterday didn't - It must have changed already

[Friday 8:46 AM] Scruggs, David (Contractor)(CFPB)

Same, my cyberark from yesterday is beyond the 24hr window

[Friday 8:47 AM] White, Kipp (Contractor)(CFPB)

Dave in need a number to call you, I need you to try something

[Friday 8:48 AM] Scruggs, David (Contractor)(CFPB)

202-999-0701

[Friday 8:48 AM] Elliott, Frank (Contractor)(CFPB)

Mines in the locked trash bin

[Friday 8:48 AM] Boyd, Kenard (Contractor)(CFPB)

I can’t get into vdi

[Friday 8:49 AM] Boyd, Kenard (Contractor)(CFPB)

Trying to find another work around as we can’t boot into safe mode

[Friday 8:49 AM] Samuels, Rafael (Contractor)(CFPB)

Just heard in the meeting  from the meeting I am in - DO NOT REBOOT IF EVERTHING IS WORKING FINE.

[Friday 8:50 AM] Elliott, Frank (Contractor)(CFPB)

thats what i said when the others told me that they was fine out of the ones who told me that they was affected by the update

[Friday 8:52 AM] Elliott, Frank (Contractor)(CFPB)

Emil and Security is down

[Friday 8:54 AM] Samuels, Rafael (Contractor)(CFPB)

Rachel was just brought into the meeting -Service Advisory information coming.

[Friday 8:55 AM] Moore, Brandon (Contractor)(CFPB)

**Boyd, Kenard (Contractor)(CFPB)**

Trying to find another work around as we can’t boot into safe mode

yea just tried on my folks Carefirst computer. No safe mode available

[Friday 8:58 AM] White, Kipp (Contractor)(CFPB)

Guys do not reboot your machines.

[Friday 9:00 AM] Potoreiko, Patrick (Contractor)(CFPB)

Would check to see if anyone is set up for auto-updates sometime throughtout the day

[Friday 9:00 AM] Potoreiko, Patrick (Contractor)(CFPB)

and to turn that off

[Friday 9:04 AM]

Ennis, Brandon (Contractor)(CFPB) added Garcia, Dany (Contractor)(CFPB) to the chat and shared chat history from the past 918 days.

[Friday 9:10 AM] Elliott, Frank (Contractor)(CFPB)

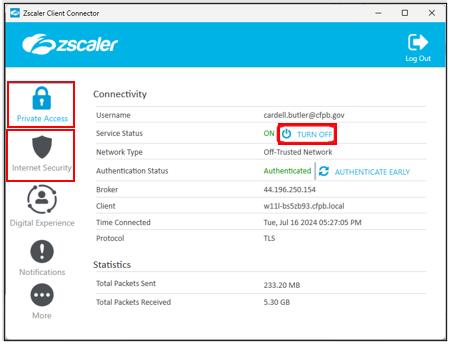
Nice

Zscaler Users,

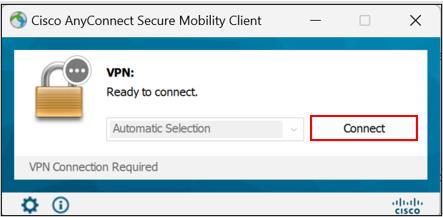
We are aware that some users participating in the Zscaler pilot program might be experiencing issues accessing the CFPB intranet. We apologize for any inconvenience this may cause and our team is working diligently to resolve the issue as soon as possible.

If you need to access the CFPB intranet in the interim, please follow the steps below to turn off Zscaler and connect to Cisco AnyConnect.

1. Go to the Start Menu and open Zscaler.
2. Click Private Access and select Turn Off.
3. Click Internet Security and select Turn Off.



1. Go to the Start Menu and open Cisco AnyConnect.
2. Select Connect.



[Friday 9:15 AM] Ennis, Brandon (Contractor)(CFPB)

PRB0040501

[Friday 9:15 AM] Ennis, Brandon (Contractor)(CFPB)

Everyone

[Friday 9:16 AM] Ennis, Brandon (Contractor)(CFPB)

Please associate all calls with the problem ticket.

[Friday 9:20 AM] Samuels, Rafael (Contractor)(CFPB)

Brandon - we need Tier 2 support on the phones.  They have 5 people on the phones and are being slammed.

[Friday 9:21 AM] Samuels, Rafael (Contractor)(CFPB)

... with this outage.  How many can we get on now?

[Friday 9:22 AM] Ennis, Brandon (Contractor)(CFPB)

**Samuels, Rafael (Contractor)(CFPB)**

... with this outage. How many can we get on now?

Everyone I need EVERYONE on the phones. Please STOP what you are doing and log into the phone!!!!!

[Friday 9:47 AM] White, Kipp (Contractor)(CFPB)

This is also affecting Windows 10 and higher laptops,  MAC users are good, to a degree

[Friday 9:53 AM] Elliott, Frank (Contractor)(CFPB)

**White, Kipp (Contractor)(CFPB)**

This is also affecting Windows 10 and higher laptops, MAC users are good, to a degree

)365

[Friday 9:53 AM] Elliott, Frank (Contractor)(CFPB)

0365

[Friday 10:18 AM] Samuels, Rafael (Contractor)(CFPB)

**Ennis, Brandon (Contractor)(CFPB)**

Everyone I need EVERYONE on the phones. Please STOP what you are doing and log into the phone!!!!!

Thank you Brandon

[Friday 10:18 AM] Gibson, Lee (Contractor)(CFPB)

"Good morning Thelma,

It was resolved at the time with 14073, however we’re seeing a new issue crop up. We’re tracking this issue with the ticket MOS-14654<[https://jira.cfpb.gov/browse/MOS-14654>.](https://jira.cfpb.gov/browse/MOS-14654%3e.)

Thanks  
Cody / MosaIc Support"

should i assign this to moasic team, or?

[Friday 10:22 AM] Elliott, Frank (Contractor)(CFPB)

The world is like

[Friday 10:22 AM] Gibson, Lee (Contractor)(CFPB)

i met data

[Friday 10:22 AM] Gibson, Lee (Contractor)(CFPB)

we talked about cats

[Friday 10:22 AM] Scruggs, David (Contractor)(CFPB)

Brent Spiner is a funny dude

[Friday 10:22 AM] Scruggs, David (Contractor)(CFPB)

I met him at a convention

[Friday 10:23 AM] Gibson, Lee (Contractor)(CFPB)

same haha

[Friday 10:23 AM] Gibson, Lee (Contractor)(CFPB)

which one?

[Friday 10:24 AM] Scruggs, David (Contractor)(CFPB)

Dragoncon in Atlanta in 2011

[Friday 10:26 AM] Scruggs, David (Contractor)(CFPB)

I remember he told me the whole "beautiful life forms" bit from the TNG movie was 100% improvised. Everyone's look of shock is all genuine, and Jonathan Frakes purposefully stepping out of the shot so the camera could capture it was not planned at all

[Friday 10:31 AM] Gibson, Lee (Contractor)(CFPB)

thats awesome

[Friday 10:31 AM] Gibson, Lee (Contractor)(CFPB)

i just talked to him about his cat in the show lol

[Friday 10:51 AM] White, Kipp (Contractor)(CFPB)

@Frank Elliott

[Friday 10:51 AM] Ennis, Brandon (Contractor)(CFPB)

Elliott, Frank (Contractor)(CFPB)

[Friday 10:51 AM] White, Kipp (Contractor)(CFPB)

Frank, do not stop by people offices and provide information other than there is an outage.

[Friday 10:52 AM] White, Kipp (Contractor)(CFPB)

That is NOT in your prevue!  Leave that to the management team!

[Friday 10:59 AM] Watkins, Derrick (Contractor)(CFPB)

Hey is someone meeting with Patrick at 1130 today?

[Friday 11:01 AM] White, Kipp (Contractor)(CFPB)

Manny and Brandon Moore, can you guys assist

[Friday 11:01 AM] Watkins, Derrick (Contractor)(CFPB)

He will be there at 12

[Friday 11:02 AM] White, Kipp (Contractor)(CFPB)

Manny and Brandon,  will yall be able to setup his replacement?

[Friday 11:02 AM] Moore, Brandon (Contractor)(CFPB)

**White, Kipp (Contractor)(CFPB)**

Manny and Brandon Moore, can you guys assist

Im remote today

[Friday 11:04 AM] Watkins, Derrick (Contractor)(CFPB)

He said he would coordinate with Cathy.

[Friday 11:29 AM] White, Kipp (Contractor)(CFPB)

Get ready for Iphone setup calls for some folks, who never setup their phones and need them to use teams

[Friday 11:29 AM] Gibson, Lee (Contractor)(CFPB)

we cant set most of them up

[Friday 11:29 AM] Gibson, Lee (Contractor)(CFPB)

they never setup their yubikey 80% of the time lol

[Friday 11:30 AM] White, Kipp (Contractor)(CFPB)

One time TAP setup

[Friday 11:30 AM] Gibson, Lee (Contractor)(CFPB)

tap works on iphone?

[Friday 11:30 AM] Gibson, Lee (Contractor)(CFPB)

i havent used it that way

[Friday 11:31 AM] White, Kipp (Contractor)(CFPB)

I believe its in documentation.

[Friday 11:31 AM] Gibson, Lee (Contractor)(CFPB)

oh cool, been a hot min since i read that

[Friday 11:31 AM] Gibson, Lee (Contractor)(CFPB)

but i think i can figure it out

[Friday 11:31 AM] Gibson, Lee (Contractor)(CFPB)

thanks for the insight!

[Friday 11:32 AM] White, Kipp (Contractor)(CFPB)

Good luck and may the odds be in your favor!!

[Friday 11:34 AM] White, Kipp (Contractor)(CFPB)

[11:33 AM] Potoreiko, Patrick (Contractor)(CFPB)

Everyone  Prepping for the next SITREP.  Any changes that should be done or looking good?

**Microsoft – CrowdStrike Incident SITREP (**[**PRB0040501**](https://cfpbprod.servicenowservices.com/now/nav/ui/classic/params/target/problem.do%3Fsys_id%3D20df847c1beb0250a7ca433ee54bcb7c)**):** Initial

**What is Happening:**

Users are experiencing a worldwide Microsoft outage causing the Blue Screen of Death (BSoD) due to the CrowdStrike update with a faulty file (Channel file "C-00000291\*.sys" with timestamp of 0409 UTC is the problematic version).  An advisory has been sent out to all CFPB users, at 9:36am, and anyone who is not experiencing the BSoD should NOT reboot their computers at this time!

**When:** Friday, July 19, 2024

**Status:**

* Cannot access CyberArk, Citrix, or access the C: drive due to Bitlocker limitations.
* 98 INC tickets in SN associated with this issue.

**Next Steps:**

* Next SITREP will be by midday.
* CFPB Incident Response Team are monitoring and troubleshooting.
* T&I is working on a workaround solution

[Friday 11:35 AM] Moore, Brandon (Contractor)(CFPB)

**White, Kipp (Contractor)(CFPB)**

Get ready for Iphone setup calls for some folks, who never setup their phones and need them to use teams

Done 4 already

[Friday 11:46 AM] Moore, Brandon (Contractor)(CFPB)

Should be some jobs opening up at Crowdstrike soon

[Friday 11:46 AM] White, Kipp (Contractor)(CFPB)

yup! get those resumes ready

[Friday 11:46 AM] Young, Duane (Contractor)(CFPB)

Doubt it.

[Friday 11:47 AM] Richards, Allan (Contractor)(CFPB)

i predict that someone rich will be stepping down as ceo....

[Friday 11:47 AM] Moore, Brandon (Contractor)(CFPB)

Man they bout to find the biggest scapegoat in history 😄

[Friday 11:47 AM] Young, Duane (Contractor)(CFPB)

Now that makes sense.

[Friday 11:47 AM] Moore, Brandon (Contractor)(CFPB)

**Richards, Allan (Contractor)(CFPB)**

i predict that someone rich will be stepping down as ceo....

Im applying

[Friday 11:48 AM] Potoreiko, Patrick (Contractor)(CFPB)

They are the scapegoat.  Microsoft bout to drag their name through the ringer

[Friday 11:48 AM] Moore, Brandon (Contractor)(CFPB)

rightfully so

[Friday 11:53 AM] Richards, Allan (Contractor)(CFPB)

Will there be any Overtime for this issue?.......just curious......

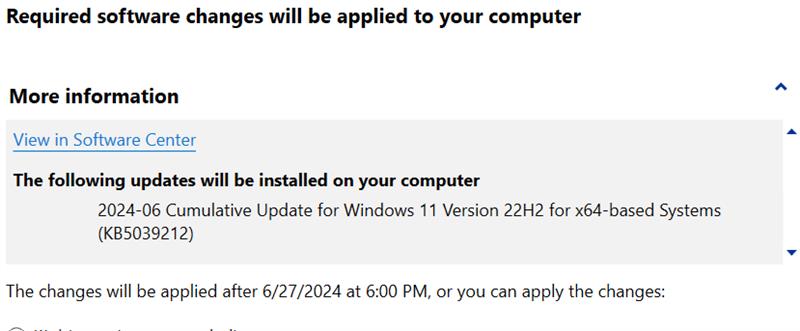
[Friday 12:15 PM] Gibson, Lee (Contractor)(CFPB)

^^

[Friday 1:21 PM] Mrugacz, Peter (Contractor)(CFPB)

Check and let me know your network printers are working

[Friday 1:23 PM] Elliott, Frank (Contractor)(CFPB)



[Friday 1:37 PM] Gibson, Lee (Contractor)(CFPB)

**Elliott, Frank (Contractor)(CFPB)**

📷

whats this

[Friday 1:38 PM] Scruggs, David (Contractor)(CFPB)

It's just bug fixes and quality of life updates for 22h2 issued by Microsoft

[Friday 1:39 PM] Gibson, Lee (Contractor)(CFPB)

is that what they are going to push out as a fix?

[Friday 1:39 PM] Scruggs, David (Contractor)(CFPB)

To this, no. We're still working on how we're gonna get this out to people

[Friday 1:39 PM] Scruggs, David (Contractor)(CFPB)

right now, both options are manual

[Friday 1:40 PM] Scruggs, David (Contractor)(CFPB)

where we'd walk them through how to delete the bad crowdstrike file

[Friday 1:43 PM] Moore, Brandon (Contractor)(CFPB)

thats crazy

[Friday 1:43 PM] Gibson, Lee (Contractor)(CFPB)

where is the file located?

[Friday 1:44 PM] Gibson, Lee (Contractor)(CFPB)

jc

[Friday 1:44 PM] Scruggs, David (Contractor)(CFPB)

c:\windows\system32\drivers\crowdstrike

[Friday 1:45 PM] Gibson, Lee (Contractor)(CFPB)

appreciate the info

[Friday 1:45 PM] Scruggs, David (Contractor)(CFPB)

**Channel file "C-00000291\*.sys" with timestamp of 0409 UTC is the problematic version**

[Friday 2:10 PM] Thomas, Sharshay (Contractor)(CFPB)

So the users getting the blue screen can make it to file explorer?

[Friday 2:11 PM] Scruggs, David (Contractor)(CFPB)

So the users getting the blue screen that can make it to the blue screen, and get a bitlocker prompt when going to the cmd prompt can be fixed

[Friday 2:12 PM] Scruggs, David (Contractor)(CFPB)

users that get the blue screen, and go to the cmd prompt and DO NOT get a bit locker prompt, the fix being discussed is having them go to an office with a working pxe server

[Friday 2:13 PM] Scruggs, David (Contractor)(CFPB)

To get the fix applied.

[Friday 2:29 PM] Gibson, Lee (Contractor)(CFPB)

**Scruggs, David (Contractor)(CFPB)**

So the users getting the blue screen that can make it to the blue screen, and get a bitlocker prompt when going to the cmd prompt can be fixed

can you explain how we get them to the cmd prompt?

[Friday 2:29 PM] Gibson, Lee (Contractor)(CFPB)

im assuming this is still wip, right? we arent doing this yet

[Friday 2:48 PM] White, Kipp (Contractor)(CFPB)

**Richards, Allan (Contractor)(CFPB)**

Will there be any Overtime for this issue?.......just curious......

WE are getting mre information on this now.  INFO to come shortly.

[Friday 3:07 PM] White, Kipp (Contractor)(CFPB)

did anyone get access back Password vault?

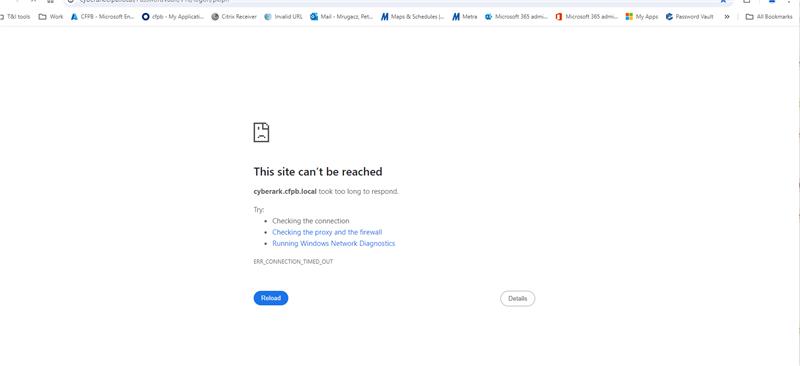
[Friday 3:08 PM] Scruggs, David (Contractor)(CFPB)

cyberark still down

[Friday 3:08 PM] Thomas, Sharshay (Contractor)(CFPB)

No bueno

[Friday 3:12 PM] Mrugacz, Peter (Contractor)(CFPB)



[Friday 3:12 PM] Brown, Terome (Contractor)(CFPB)

No

[Friday 3:13 PM] Stukes, Alphonso (Contractor)(CFPB)

The servers that access the vault have crowd strike on them so when that get fixed it should come back up.

[Friday 3:19 PM] Gibson, Lee (Contractor)(CFPB)

just an fyi:

"Yes we received an email from our Core that “Due to the ongoing CrowdStrike global outage the following LTST systems are offline:  
  
Relativity  
West km  
Ipro eCapture”"

from relativity admin

[Friday 3:19 PM] Gibson, Lee (Contractor)(CFPB)

should i add this to the problem ticket?

[Friday 3:19 PM] Gibson, Lee (Contractor)(CFPB)

the relativity issue i have

[Friday 3:19 PM] Ennis, Brandon (Contractor)(CFPB)

**Gibson, Lee (Contractor)(CFPB)**

just an fyi: "Yes we received an email from our Core that “Due to the ongoing CrowdStrike global outage the following LTST systems are offline: Relativity West km Ipro eCapture”"…

Potoreiko, Patrick (Contractor)(CFPB), Boyd, Kenard (Contractor)(CFPB)

[Friday 3:39 PM] Potoreiko, Patrick (Contractor)(CFPB)

**Gibson, Lee (Contractor)(CFPB)**

should i add this to the problem ticket?

yes

[Friday 3:40 PM] Gregg-Jones, DeJone (Contractor)(CFPB)

Lunch

[Friday 3:41 PM] Mrugacz, Peter (Contractor)(CFPB)

Lunch

[Friday 4:10 PM] Gibson, Lee (Contractor)(CFPB)

Can I have some help on the phone

like 1

[Friday 4:10 PM] Gibson, Lee (Contractor)(CFPB)

I believe I am the only one onm

 [Friday 5:05 PM] Gibson, Lee (Contractor)(CFPB)

can i provide the bitlocker recovery key?

[Friday 5:06 PM] Scruggs, David (Contractor)(CFPB)

you don't have an adm account

[Friday 5:06 PM] Gibson, Lee (Contractor)(CFPB)

and will it say bitlocker recovery key

[Friday 5:06 PM] Gibson, Lee (Contractor)(CFPB)

yes i do?

[Friday 5:06 PM] Scruggs, David (Contractor)(CFPB)

do you have access to the mbam website?

[Friday 5:06 PM] Gibson, Lee (Contractor)(CFPB)

this user is not seeing bitlocker recovery key

[Friday 5:06 PM] Gibson, Lee (Contractor)(CFPB)

nah intune. my bad

[Friday 5:07 PM] Gibson, Lee (Contractor)(CFPB)

it sounds like a generic command prompt line

[Friday 5:07 PM] Gibson, Lee (Contractor)(CFPB)

so he cannot do the fix, correct?

[Friday 5:07 PM] Scruggs, David (Contractor)(CFPB)

correct.

[Friday 5:07 PM] Scruggs, David (Contractor)(CFPB)

Is he close to a regional office?

[Friday 5:07 PM] Gibson, Lee (Contractor)(CFPB)

is that all i am telling hi,

[Friday 5:07 PM] Gibson, Lee (Contractor)(CFPB)

hi,

[Friday 5:08 PM] Gibson, Lee (Contractor)(CFPB)

lol him

[Friday 5:25 PM] Gregg-Jones, DeJone (Contractor)(CFPB)

If possible can that Word doc with the fix be sent to all of us.

[Friday 5:49 PM] Elliott, Frank (Contractor)(CFPB)

Hi Frank - I just rebooted my laptop and it came back on after spinning for a couple of hours. I will check if everything works and let you know. You may not need to ship me another laptop. Please hold off for now. Thank you!

[Friday 6:41 PM] Scruggs, David (Contractor)(CFPB)

like 1

[BSoD fixes 2.docx](https://bcfp365-my.sharepoint.com/personal/david_scruggs_cfpb_gov/Documents/Microsoft%20Teams%20Chat%20Files/BSoD%20fixes%202.docx)

[Friday 6:42 PM] White, Kipp (Contractor)(CFPB)

Who on deskside is covering Saturday?

[Friday 7:56 PM] Pennington, Christopher (Contractor)(CFPB)

I'll come 10-2

[Friday 7:58 PM] Thomas, Sharshay (Contractor)(CFPB)

I'll be the 2nd tech if yall don't have one for sat or sun, just let me know which day yall need me

[Friday 8:04 PM] Ennis, Brandon (Contractor)(CFPB)

Thomas, Sharshay (Contractor)(CFPB), Pennington, Christopher (Contractor)(CFPB)   
  
One pick Sunday and one pick Saturday

[Friday 8:04 PM] Pennington, Christopher (Contractor)(CFPB)

Saturday for me

[Friday 8:04 PM] Thomas, Sharshay (Contractor)(CFPB)

Sunday's cool then

[Friday 8:07 PM] Ennis, Brandon (Contractor)(CFPB)

Thank you

[Friday 8:15 PM] White, Kipp (Contractor)(CFPB)

Thank you !!

[Friday 8:59 PM] Young, Duane (Contractor)(CFPB)

You're welcome.  Chris and Sharshay should be in tomorrow.  He has the drive with the scripts on it that will make the process from today go much quicker.

like 1

**Saturday**

[Saturday 2:23 AM] Thomas, Sharshay (Contractor)(CFPB)

**Young, Duane (Contractor)(CFPB)**

You're welcome. Chris and Sharshay should be in tomorrow. He has the drive with the scripts on it that will make the process from today go much quicker.

Just to clarify, I'm only coming in on one day, Sunday. I'm not sure if 2 techs are still needed each day, but brandon said one pick sat and one pick sun.

[Saturday 10:33 AM] White, Kipp (Contractor)(CFPB)

All,  they are doing SHORT TERM EXCEPTIONS.

[Saturday 10:36 AM] White, Kipp (Contractor)(CFPB)

Also..  any volunteers for 7am for Mon for deskside support

[Saturday 11:26 AM] Thomas, Sharshay (Contractor)(CFPB)

when user's are installing the citrix workspace, do they need to select either of the 2 add ons shown?

[Saturday 11:37 AM] Gibson, Lee (Contractor)(CFPB)

what are the add ons?

[Saturday 11:55 AM] Layew, Jerusalem (Contractor)(CFPB)

so if ppl are at the prompt thats requesting for the bitlocker key and i dont have it what happens next?

[Saturday 11:56 AM] Gray, Chantel (Contractor)(CFPB)

Also, are we assigning tickets to T2? for the folks that need to come in or have a USB mailed to them?

[Saturday 12:10 PM] Boyd, Kenard (Contractor)(CFPB)

You have to have access to get them

[Saturday 12:10 PM] Boyd, Kenard (Contractor)(CFPB)

Can you reach out to Cardel

[Saturday 12:14 PM] Thomas, Sharshay (Contractor)(CFPB)

the key id is shown to the user, they user gives that to us and we get their bitlocker key

[Saturday 12:22 PM] Layew, Jerusalem (Contractor)(CFPB)

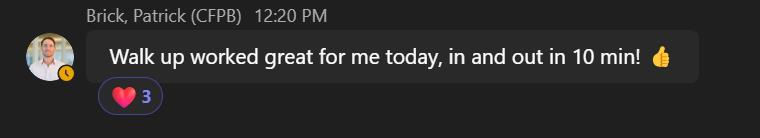
is relativity down?

[Saturday 12:23 PM] Gray, Chantel (Contractor)(CFPB)

yes we can create a ticket to send to sys mangement

[Saturday 12:25 PM] Thomas, Sharshay (Contractor)(CFPB)

Nice work onsite Team!!



[Saturday 12:26 PM] Thomas, Sharshay (Contractor)(CFPB)

Elliott, Frank (Contractor)(CFPB) Pennington, Christopher (Contractor)(CFPB) Gibson, Lee (Contractor)(CFPB)

[Saturday 12:26 PM] Boyd, Kenard (Contractor)(CFPB)

Who doesn’t have access to the keys

[Saturday 12:26 PM] Thomas, Sharshay (Contractor)(CFPB)

not sure how to access in AD, but I'm logged in via the browser to grab keys

[Saturday 12:28 PM] Boyd, Kenard (Contractor)(CFPB)

So you are able to get keys Thomas, Sharshay (Contractor)(CFPB)

[Saturday 12:28 PM] Boyd, Kenard (Contractor)(CFPB)

Layew, Jerusalem (Contractor)(CFPB)and Gray, Chantel (Contractor)(CFPB)y’all can’t get them right? Any one else?

[Saturday 12:29 PM] Thomas, Sharshay (Contractor)(CFPB)

yes i can, thanks

[Saturday 12:30 PM] Boyd, Kenard (Contractor)(CFPB)

**Thomas, Sharshay (Contractor)(CFPB)**

yes i can, thanks

Ok until the others get access you have to be the poc for keys

[Saturday 12:43 PM] Boyd, Kenard (Contractor)(CFPB)

Who need access to  mbam?

[Saturday 12:44 PM] Layew, Jerusalem (Contractor)(CFPB)

i do

[Saturday 12:47 PM] Thomas, Sharshay (Contractor)(CFPB)

there's no chicago cfpb is there?

[Saturday 12:48 PM] Thomas, Sharshay (Contractor)(CFPB)

asking for a friend

[Saturday 12:48 PM] Boyd, Kenard (Contractor)(CFPB)

Yea that’s where Pete is

[Saturday 12:51 PM] Gray, Chantel (Contractor)(CFPB)

I'm good. I can access the keys

[Saturday 12:54 PM] Boyd, Kenard (Contractor)(CFPB)

Can you get with JuJu they say she should have access to

[Saturday 12:57 PM] Layew, Jerusalem (Contractor)(CFPB)

ok im probably not entering the correct credentials bc i used to be able to do it for the windows 10 machines when they would get BSOD

[Saturday 12:57 PM] Boyd, Kenard (Contractor)(CFPB)

It’s you adm

[Saturday 12:59 PM] Layew, Jerusalem (Contractor)(CFPB)

the prompt looks like this... it says pin and username hint

[ABSOD.png](https://bcfp365-my.sharepoint.com/personal/jerusalem_layew_cfpb_gov/Documents/Microsoft%20Teams%20Chat%20Files/ABSOD.png)

[Saturday 1:00 PM] Layew, Jerusalem (Contractor)(CFPB)

i got it!!

[Saturday 1:27 PM] Boyd, Kenard (Contractor)(CFPB)

There’s a fix that can be done remotely

[Saturday 1:27 PM] Layew, Jerusalem (Contractor)(CFPB)

jesus i need a breakkkkk

[Saturday 1:27 PM] Boyd, Kenard (Contractor)(CFPB)

Person has to have a personal computer tho

[Saturday 1:27 PM] Gibson, Lee (Contractor)(CFPB)

and not come into the office?

[Saturday 1:28 PM] Boyd, Kenard (Contractor)(CFPB)

You see I ain’t been there 😂

[Saturday 1:30 PM] Gibson, Lee (Contractor)(CFPB)

it really hasnt been bad

[Saturday 1:30 PM] Gibson, Lee (Contractor)(CFPB)

the fix is a +

[Saturday 1:30 PM] Gibson, Lee (Contractor)(CFPB)

in and out 10-15 mins per person

[Saturday 1:30 PM] Boyd, Kenard (Contractor)(CFPB)

Yea this is for users who can’t get the prompt for the bitlocker key

[Saturday 1:31 PM] White, Kipp (Contractor)(CFPB)

**Boyd, Kenard (Contractor)(CFPB)**

You see I ain’t been there

KB!!!   Don’t make me come over there!!

[Saturday 1:31 PM] Gibson, Lee (Contractor)(CFPB)

**Boyd, Kenard (Contractor)(CFPB)**

Yea this is for users who can’t get the prompt for the bitlocker key

yeah thats who we have been helping

[Saturday 1:32 PM] Gibson, Lee (Contractor)(CFPB)

so that would be legit

[Saturday 1:32 PM] Gibson, Lee (Contractor)(CFPB)

estimated 400 impacted users in dc area

[Saturday 1:32 PM] Boyd, Kenard (Contractor)(CFPB)

Aye White, Kipp (Contractor)(CFPB) just know I’m putting in hours for this work I’m doing

[Saturday 1:33 PM] Boyd, Kenard (Contractor)(CFPB)

Yea my issue was I wasn’t getting the prompt for bitlocker.

[Saturday 1:37 PM] Layew, Jerusalem (Contractor)(CFPB)

i got a couple users that will be coming tomorrow to walk-up

[Saturday 1:38 PM] Layew, Jerusalem (Contractor)(CFPB)

to conirm the hours are from 10-2?

[Saturday 1:38 PM] White, Kipp (Contractor)(CFPB)

Correct 10-2

[Saturday 1:38 PM] Layew, Jerusalem (Contractor)(CFPB)

i have opened a ticket for them so when they come in all the info will already be in there and attached to problem ticket

[Saturday 1:38 PM] White, Kipp (Contractor)(CFPB)

Cool

[Saturday 1:39 PM] Layew, Jerusalem (Contractor)(CFPB)

just so we dont have any duplicate tickets, ive added in the notes that the user is coming into walk-up

[Saturday 1:40 PM] Boyd, Kenard (Contractor)(CFPB)

How many did you have where you need to ship a drive to them?

[Saturday 1:41 PM] Gibson, Lee (Contractor)(CFPB)

are we shipping drives to users who are close to regional offices?

[Saturday 1:41 PM] Gibson, Lee (Contractor)(CFPB)

cause the regionals are about to get the same fix as us

[Saturday 1:45 PM] Boyd, Kenard (Contractor)(CFPB)

If they can make it in the office I don’t see the need to ship

[Saturday 1:46 PM] Boyd, Kenard (Contractor)(CFPB)

Shipping should be for those who is not close to a office

[Saturday 1:47 PM] Boyd, Kenard (Contractor)(CFPB)

I’m trying to see if the over the air fix can be used. As of now they testing it

[Saturday 1:50 PM] Layew, Jerusalem (Contractor)(CFPB)

**Boyd, Kenard (Contractor)(CFPB)**

How many did you have where you need to ship a drive to them?

cant really keep count

[Saturday 1:50 PM] Layew, Jerusalem (Contractor)(CFPB)

got a user who wanted it shipped but her address was VA so i told her she needs to come in tomorrow she agreed

[Saturday 1:51 PM] Layew, Jerusalem (Contractor)(CFPB)

one guy just now in CALI

[Saturday 1:59 PM] Boyd, Kenard (Contractor)(CFPB)

Can I get the link to the mbam server

[Saturday 2:00 PM] Layew, Jerusalem (Contractor)(CFPB)

It’s in that word document

[Saturday 2:00 PM] Boyd, Kenard (Contractor)(CFPB)

I dont have it

[Saturday 2:00 PM] Boyd, Kenard (Contractor)(CFPB)

the word doc

[Saturday 2:01 PM] Layew, Jerusalem (Contractor)(CFPB)

[BSoD fixes 2.docx](https://bcfp365-my.sharepoint.com/personal/david_scruggs_cfpb_gov/Documents/Microsoft%20Teams%20Chat%20Files/BSoD%20fixes%202.docx)

[Saturday 2:23 PM] Boyd, Kenard (Contractor)(CFPB)

Im out

[Saturday 2:23 PM] Layew, Jerusalem (Contractor)(CFPB)

Have fun

[Saturday 2:24 PM] Boyd, Kenard (Contractor)(CFPB)

Looks like I aint going nowhere till this user calls me

[Saturday 2:24 PM] Boyd, Kenard (Contractor)(CFPB)

I was so close

[Saturday 2:41 PM] White, Kipp (Contractor)(CFPB)

KB call them!!

[Saturday 2:42 PM] Boyd, Kenard (Contractor)(CFPB)

I finished with him.

[Saturday 2:42 PM] Boyd, Kenard (Contractor)(CFPB)

He's good now

[Saturday 2:49 PM] White, Kipp (Contractor)(CFPB)

Bet.  Have a good evening

[Saturday 3:16 PM] Thomas, Sharshay (Contractor)(CFPB)

I'm back from break, yall good on phones?

[Saturday 3:17 PM] Layew, Jerusalem (Contractor)(CFPB)

Yeah I believe at 3pm all the calls will be forwarded to me. So you’re good. Thank you so much

[Saturday 3:18 PM] Layew, Jerusalem (Contractor)(CFPB)

If anything I have Chantel if it gets too crazy

[Saturday 3:20 PM] Thomas, Sharshay (Contractor)(CFPB)

Oh, thanks. Yall some pros, for real. Them back to back calls had me sweatin a lil bit, lol. Anyway, have a great weekend!

[Saturday 3:20 PM] Layew, Jerusalem (Contractor)(CFPB)

Haha ain’t new to this true to this

[Saturday 3:21 PM] Layew, Jerusalem (Contractor)(CFPB)

Enjoy ur weekend thank you again.

**Sunday**

[Yesterday 10:21 AM] Gray, Chantel (Contractor)(CFPB)

Good morning, I'm trying to receive a user's recovery key but I'm getting an error " Recovery key not found"  any thoughts?

[Yesterday 10:23 AM] Elliott, Frank (Contractor)(CFPB)

Make sure drive is unlocked

[Yesterday 10:24 AM] Elliott, Frank (Contractor)(CFPB)

Restart

[Yesterday 10:24 AM] Elliott, Frank (Contractor)(CFPB)

Double check letting

[Yesterday 10:25 AM] Elliott, Frank (Contractor)(CFPB)

And make sure one command screen is up when applying fix1

[Yesterday 10:26 AM] Elliott, Frank (Contractor)(CFPB)

Last thing you got this

[Yesterday 10:27 AM] White, Kipp (Contractor)(CFPB)

Frank,  goods morning.  Are able to come in at 7am tomorrow?

like 1

[Yesterday 10:30 AM] Gibson, Lee (Contractor)(CFPB)

if frank cant, im willing.

[Yesterday 10:31 AM] Elliott, Frank (Contractor)(CFPB)

**White, Kipp (Contractor)(CFPB)**

Frank,  goods morning.  Are able to come in at 7am tomorrow?

I’ll do my best to

[Yesterday 10:44 AM] White, Kipp (Contractor)(CFPB)

Oh!!!   More the merrier!!!!   Come on in tomorrow!!!

**Monday**

[8:43 AM] Gibson, Lee (Contractor)(CFPB)

<https://cyberark.cfpb.local/PasswordVault/v10/logon/saml>

[8:43 AM] Gibson, Lee (Contractor)(CFPB)

<https://ctlstrscmdpw01.cfpb.local/helpdesk/KeyRecoveryPage.aspx>

[8:51 AM] Panah, Mehdi (Contractor)(CFPB)

INC0135817 - Nina Ye - 3015A - Monitor arm holder adjustment

[9:18 AM] Panah, Mehdi (Contractor)(CFPB)

Can someone please bring one USB keypad to me in walkup room?

[9:40 AM] Mrugacz, Peter (Contractor)(CFPB)

is there a work around for the bit locker key , if you cannot generate   a bitlocker key?

[9:40 AM] Boyd, Kenard (Contractor)(CFPB)

What you mean?

[9:41 AM] Boyd, Kenard (Contractor)(CFPB)

You mean if you dont get the pop up for the bit locker key or cant find the users bit locker?

[9:41 AM] Mrugacz, Peter (Contractor)(CFPB)

i had a fwe client that i type in the 8 digit get code and it not provide the bit locker code for them

[9:41 AM] Gibson, Lee (Contractor)(CFPB)

what does it say

[9:41 AM] Boyd, Kenard (Contractor)(CFPB)

You can check intune too

[9:41 AM] Mrugacz, Peter (Contractor)(CFPB)

Unable to generate code

[9:42 AM] Mrugacz, Peter (Contractor)(CFPB)

from what prompt in intunes

[9:42 AM] Moore, Brandon (Contractor)(CFPB)

logged in with ADM?

[9:42 AM] Mrugacz, Peter (Contractor)(CFPB)

correct

[9:42 AM] Gibson, Lee (Contractor)(CFPB)

it usually only says that if its typed in wrong, but if it is saying it everytime with different users thats unusual

[9:42 AM] Mrugacz, Peter (Contractor)(CFPB)

tried chome , edge

[9:42 AM] Boyd, Kenard (Contractor)(CFPB)

Send me the key

[9:42 AM] Gibson, Lee (Contractor)(CFPB)

yeah send me one of the 8 digit keys

[9:42 AM] Gibson, Lee (Contractor)(CFPB)

we can help you out

[9:42 AM] Mrugacz, Peter (Contractor)(CFPB)

different error every time

[9:42 AM] Mrugacz, Peter (Contractor)(CFPB)

ok

[9:43 AM] Watkins, Derrick (Contractor)(CFPB)

I had a user try, they was able to get into windows, but it crashed 2 times and then went back into recovery.

[9:44 AM] Gibson, Lee (Contractor)(CFPB)

same recovery screen as before?

[9:44 AM] Gibson, Lee (Contractor)(CFPB)

or general recovery

[9:44 AM] Watkins, Derrick (Contractor)(CFPB)

Same recovery. I am having him try it again.

[9:49 AM] Watkins, Derrick (Contractor)(CFPB)

Hey I have a user that every time he unlocks his device and then it reboot. It gets to the login screen and then is crashes and then it reboots and then it crashes again.

[9:50 AM] Scruggs, David (Contractor)(CFPB)

that's what its supposed to do.

[9:50 AM] Scruggs, David (Contractor)(CFPB)

he's got the crowdstrike issue

[9:50 AM] Scruggs, David (Contractor)(CFPB)

it'll take him to a recovery console

[9:51 AM] Boyd, Kenard (Contractor)(CFPB)

its not suppose to crash again if he is using the fix

[9:51 AM] Scruggs, David (Contractor)(CFPB)

oh, after

[9:51 AM] Watkins, Derrick (Contractor)(CFPB)

Correct, whats the suggestions after that? Do they need a usb mailed to them?

[9:52 AM] Boyd, Kenard (Contractor)(CFPB)

so you did "fix1" then fix2 and its still not working

[10:01 AM] Gibson, Lee (Contractor)(CFPB)

yeah idk, they may need a pxe boot if thats the situation

[10:02 AM] Gibson, Lee (Contractor)(CFPB)

but that would mean coming to a location

Boyd, Kenard (Contractor)(CFPB)10:02 AM

any news Mrugacz, Peter (Contractor)(CFPB)

Watkins, Derrick (Contractor)(CFPB)10:02 AM

I was able to get the user in after 3rd try.

White, Kipp (Contractor)(CFPB)10:19 AM

TEAM - Please update your timesheet now please.

Panah, Mehdi (Contractor)(CFPB)11:00 AM

Need a tech for laptop speaker issue

Mrugacz, Peter (Contractor)(CFPB)11:00 AM

Do you have instructions for the pxe fix?

Moore, Brandon (Contractor)(CFPB)11:29 AM

last item in the files list in this chat

Mrugacz, Peter (Contractor)(CFPB)7/22/2024 11:00 AMDo you have instructions for the pxe fix?

Question - we need to ship UPS thumb drives... by Samuels, Rafael (Contractor)(CFPB)Samuels, Rafael (Contractor)(CFPB)11:47 AM

Question - we need to ship UPS thumb drives.

Do regionals have instructions for this or ... by Layew, Jerusalem (Contractor)(CFPB)Layew, Jerusalem (Contractor)(CFPB)12:17 PM

Do regionals have instructions for this or not?

Hi! I spoke with a rep this morning and they said I could take my computer into the Midwest region to fix my computer. I am on the phone with Pete and he says he doesn’t have directions (instructions) for this. I was told by the rep that the NY office was fixing computers. I need my phone fixed.

Please advise,

Lauren Mueller

phone? by Gibson, Lee (Contractor)(CFPB)Gibson, Lee (Contractor)(CFPB)12:17 PM

phone?

i feel like there is some kind of misunders... by Layew, Jerusalem (Contractor)(CFPB)Layew, Jerusalem (Contractor)(CFPB)12:17 PM

i feel like there is some kind of misunderstanding.. i think she means computer

  image what does this mean when the user i... by Thomas, Sharshay (Contractor)(CFPB)Thomas, Sharshay (Contractor)(CFPB)12:54 PM

what does this mean when the user is trying to login to the treasury for the first time?

same error when logging in with piv card an... by Thomas, Sharshay (Contractor)(CFPB)Thomas, Sharshay (Contractor)(CFPB)12:55 PM

same error when logging in with piv card and login.gov

  Pro tips for helping the users with the U... by Boyd, Kenard (Contractor)(CFPB)Boyd, Kenard (Contractor)(CFPB)1:02 PM

Pro tips for helping the users with the USB drives at home. When you have the user extract files onto USB drive Tell them not to make a folder for the items. Just copy them to the flash drive. Also copy all items to the drive. This will help when trying to run the rest of the steps to complete the fix

👍3 Like reactions.3❤️2 Heart reactions.2 Should Concur be working? by Thomas, Sharshay (Contractor)(CFPB)Thomas, Sharshay (Contractor)(CFPB)1:29 PM

Should Concur be working?

are the usb drives being sent to users over... by Gibson, Lee (Contractor)(CFPB)Gibson, Lee (Contractor)(CFPB)1:57 PM

are the usb drives being sent to users overnight?

I believe they will be.  by Boyd, Kenard (Contractor)(CFPB)Boyd, Kenard (Contractor)(CFPB)1:58 PM

I believe they will be.

okay, thank you by Gibson, Lee (Contractor)(CFPB)Gibson, Lee (Contractor)(CFPB)1:59 PM

okay, thank you

Have yall ran into any issues with the USB ... by Boyd, Kenard (Contractor)(CFPB)Boyd, Kenard (Contractor)(CFPB)2:03 PM

Have yall ran into any issues with the USB drives?

Hi  by Panah, Mehdi (Contractor)(CFPB)Panah, Mehdi (Contractor)(CFPB)2:07 PM

Hi

please provide Smith, Alesia (CFPB) Securi... by Panah, Mehdi (Contractor)(CFPB)Panah, Mehdi (Contractor)(CFPB)2:07 PM

please provide **Smith, Alesia (CFPB)**

Security key thanks!

you have the 8 chacters? by Gibson, Lee (Contractor)(CFPB)Gibson, Lee (Contractor)(CFPB)2:09 PM

you have the 8 chacters?

"For folks that don't have a personal lapto... by Ennis, Brandon (Contractor)(CFPB)Ennis, Brandon (Contractor)(CFPB)2:26 PM

"For folks that don't have a personal laptop, please text Tiina Rodrigue at 202-441-5979 and give her your name. They are compiling a list of folks who need it mailed" Everyone

by Young, Duane (Contractor)(CFPB)Young, Duane (Contractor)(CFPB)2:45 PM

Understood.

Got a call..There is a "TANNER DELLET" in t... by Richards, Allan (Contractor)(CFPB)Richards, Allan (Contractor)(CFPB)2:57 PM

Got a call..There is a "TANNER DELLET" in the DC lobby to pickup a laptop.

Brandon bout to get him by Moore, Brandon (Contractor)(CFPB)Moore, Brandon (Contractor)(CFPB)3:00 PM

Brandon bout to get him

has context menu