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CLOCKWISE from top left, a couple try to book a flight at the Des Moines airport; travelers at LAX sleep in a jetway; people take photos of blacked-out screens in New York's Times Square; and frustration shows on faces at Hartsfield Jackson International Airport in Atlanta.

Global software outage cripples airlines, hospitals, other sectors

The tech glitch stemmed from an update by CrowdStrike, a cybersecurity firm that serves many large companies worldwide. Its CEO apologizes for the disruptions.

BY NOAH GOLDBERG, RACHEL URANGA, BRITTNY MEJIA AND HANNAH FRY

Airlines, banks, healthcare systems, government agencies and other industries across California scrambled to recover Friday from the effects of a widespread global technology outage. Roughly 100 flights had been canceled by midmorning Friday at Los Angeles International Airport,

and even more were delayed. Overnight, travelers facing long delays and cancellations were resigned to trying to get some sleep on the airport's well-trodden floor. Some used their luggage as pillows. The outage's widespread effects on various sectors of the economy underscored how dependent so many walks of life are on vast computer networks. At some California hospitals, staff said the outage prevented them from accessing patient charts.

Starbucks faced major disruption to its mobile ordering service throughout the day Friday, meaning caffeine seekers had to place their orders in person at stores, resulting in longer-than-typical lines. Some locations closed for the day. Some government agencies reduced services. Travelers at other California airports were facing issues similar to LAX's. The chaos stemmed from a faulty update sent by CrowdStrike, [See Tech outage, A4]

'It is a hot mess' at LAX with long lines Many frustrated, tired and angry fliers stranded at L.A.'s airport overnight desperately sought help. **CALIFORNIA, B1**

What is CrowdStrike, the source of outage? A buggy update by the Texas cybersecurity company caused problems for Windows computers worldwide. **BUSINESS, A8**

LETTER FROM WASHINGTON

Trumpiest Trump affirms GOP's MAGA transformation

DOYLE McMANUS

Donald Trump couldn't restrain himself. The former president's aides had promised that his acceptance speech at the Republican National Convention would showcase a "softer," more conciliatory Trump — and, for perhaps 20 minutes, it did.



But for viewers who watched the whole 92-minute stem-winder, which devolved into a meandering list of bogus claims and well-worn grievances, the lesson was that there is no New Trump. If anything, this year's version of Trump is even Trumpier than before — one committed to cementing the populist transformation of the GOP for at least another generation. So the convention in Milwaukee ended with its mission only half accomplished. Political conventions are lumber-

ing anachronisms, but they survive because they serve two purposes. First, they ratify a choice of nominee and unify and inspire party activists. Then they take advantage of free television time to present their message to the uncommitted but persuadable voters they need to win. This week's convention ratified not only Trump's third nomination, but also the lasting triumph of his grievance-based MAGA ideology over the rest of the GOP. It brought skeptical holdouts like former

South Carolina Gov. Nikki Haley back into the Trumpist fold (even though she drew boos) and produced a show of party unity. But when it came to a message that might persuade suburban voters, women and others in the center of the electorate that this year's Trump is an improvement over previous models, the convention fell short — a missed opportunity for a candidate who has never won more than 47% of the popular vote. [See McManus, A10]

"I know, perhaps as well as anyone, how unsuitable Donald Trump is to be President," she wrote, calling the former president "a grave threat to the Constitutional order and rule of law." "Simply put," she added to Biden, "your candidacy is on a trajectory to lose the White House and potentially impact crucial House and Senate races down ballot." In an interview with The Times, she said she went public because "time is running out." "Many members are privately expressing concerns. A growing number are publicly expressing concerns, because this isn't just about us," she said. "This is about America's future." Huffman has been urging Biden and other Democrats to consider the issue for weeks and to delay the official nominating process, but he had not specifically called on the president to exit until Friday. There has been speculation that Biden might leave the race on his own, but many lawmakers who have expressed private doubt about his prospects are expected to go public if he does not. [See Biden, A10]



SOME TECH TITANS have lauded former President Trump's selection of Ohio Sen. J.D. Vance as his running mate, hoping the duo will abandon regulations from the Biden administration. Vance built his career as a Bay Area venture capitalist.

CHARLES REX ARBOGAST Associated Press

Why some investors in traditionally blue Silicon Valley back GOP ticket

BY WENDY LEE, LAURA J. NELSON AND HANNAH WILEY

SAN FRANCISCO — For many years, Republicans and ardent supporters of former President Trump haven't been super popular in Silicon Valley circles. But the sentiment has shifted in recent weeks as conservative voices in San Francisco's tech sector have grown increasingly strident in their support of a Trump-Vance ticket. Trump attended a fundraiser last month at venture capitalist David Sacks' Pacific Heights mansion that raised \$12 million and was

the former president's first visit to San Francisco in at least a decade. Sacks said he hoped the event would "break the ice" on discussions around Trump and could create a "preference cascade, where all of a sudden it becomes acceptable

to acknowledge the truth." And on Tuesday, Sacks posted a list of 17 prominent names in the tech industry — including Tesla Chief Executive Elon Musk, Sequoia Capital partner Doug Leone and Ben Horowitz, general [See Silicon Valley, A10]

U.N. faults Israel over settlements Court says nation's rule in occupied territories violates law. **WORLD, A3**

Weather Mostly sunny; warm. L.A. Basin: 89/66. **B8**

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