

MANAGERIAL ECONOMICS



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Bill Gates 24-26



Microsoft Global Outage: A Deeper Look

On July 18, 2024, Microsoft experienced a global outage affecting various sectors globally. This outage had significant implications for businesses and individuals worldwide.



News / Technology / What is CrowdStrike, the company at the heart of the global Microsoft outage?

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CrowdStrike-Microsoft Outage: A faulty update from CrowdStrike caused one of the largest global outages in recent memory. Here's an overview of CrowdStrike and its history.

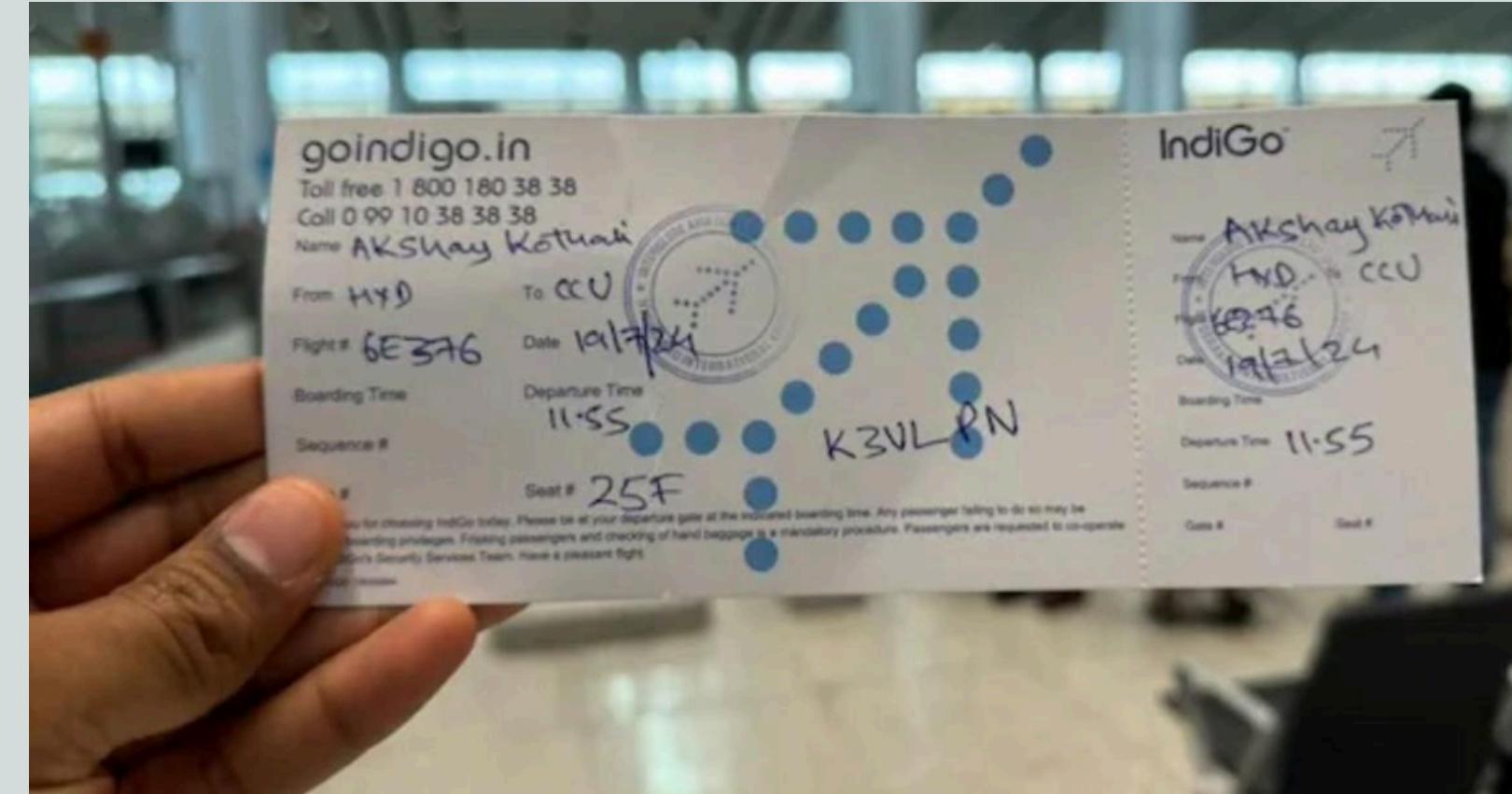


Key Points

- CROWDSTRIKE IS A US-BASED CYBERSECURITY COMPANY THAT WAS ESTABLISHED IN 2011. IT HAS BEEN PLAYING A VITAL ROLE IN HELPING ORGANISATIONS IDENTIFY AND CONTAIN CYBER THREATS.
- THE WHOLE ISSUE WAS DUE TO A SOFTWARE UPDATE TO MICROSOFT AZURE FROM CROWDSTRIKE THAT WENT HORRIBLY WRONG. THE FAULTY UPDATE LED TO A BLUE SCREEN OF DEATH ON THOUSANDS OF PCS THAT HAD UPDATED THEIR SOFTWARE.
- CROWDSTRIKE IS USED BY THOUSANDS OF ORGANISATIONS AROUND THE WORLD TO PROTECT THEIR DATA. THIS IS WHY THE FAULTY SOFTWARE UPDATE THAT WAS ROLLED OUT ON FRIDAY LED TO A GLOBAL OUTAGE OF MICROSOFT PRODUCTS.

IT outage: Microsoft deploys hundreds of engineers, experts to restore services

- ACCORDING TO MICROSOFT, 8.5 MILLION DEVICES ACROSS THE WORLD WERE IMPACTED BY THE OUTAGE CAUSED BY AN UPDATE FROM CROWDSTRIKE ON JULY 18.
- AIRPORT AND AIRLINE OPERATIONS FACED SIGNIFICANT DISRUPTIONS DUE TO THE OUTAGE, WITH AIRLINES ISSUING ADVISORIES TO PASSENGERS. INDIGO, SPICEJET AND AKASA SAW DISRUPTIONS IN THEIR ONLINE CHECK-IN AND BOARDING PROCESSES ACROSS THEIR NETWORKS, FORCING THEM TO SWITCH TO MANUAL MODE.



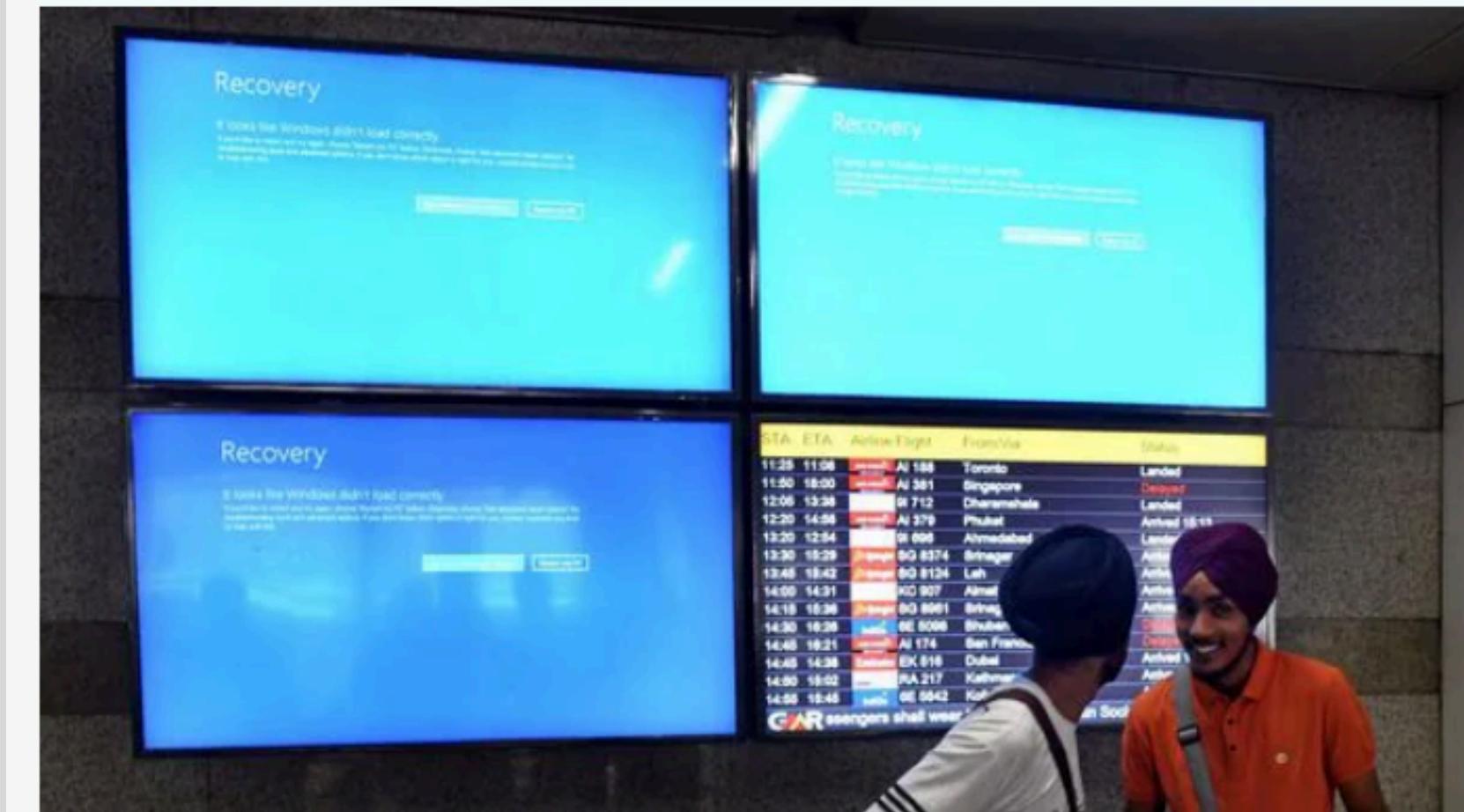
CrowdStrike-Microsoft outage 'largest' in history? What caused it, when will it be fixed, risks – all you need to know

What's the reason behind one of the biggest IT outages: Cyber attack or...?

"This is not a security incident or cyberattack," CrowdStrike CEO George Kurtz clarified on Friday. He said there was "a defect found in a single content update for [Microsoft] Windows hosts". Crowdstrike acknowledged the issue on its support page, attributing it to its "Falcon n sensor."

The issue impacted computers running the Windows operating system and CrowdStrike software.

CrowdStrike-Microsoft outage: Was this a cyberattack? How did the outage happen? What are CrowdStrike and 'BSoD'ing'? When will the glitch be fixed? And can we call it the largest IT outage in history? Here's all you need to know about the global outage on July 19.





Economic and Operational Fallout

The financial implications of this outage are substantial, with losses potentially running into millions of dollars due to halted operations.

Affected sectors experienced severe setbacks; airports saw extensive delays, healthcare providers were forced to postpone non-urgent procedures, and even preparatory activities for the Paris Olympics were disrupted.

In India, the worst of the outage was in the airline industry, although some hospital chains too reported disruptions that forced them to work offline --- relying on handwritten notes for patient admissions and reports.

The government was in touch with Microsoft regarding the outage, Union minister Ashwini Vaishnaw said on Friday, and added that the government's own IT infrastructure was not affected. In a post on X, IT minister Vaishnaw said that the reason for this outage has been identified and updates have been released to resolve the issue. "MEITY is in touch with Microsoft and its associates regarding the global outage... NIC network is not affected," the Minister said.

Understanding the worldwide mayhem

WHAT HAPPENED?

- Possibly millions of Microsoft Windows systems crashed, showing the "Blue Screen of Death" (BSOD) error
- Affected were airports, banks, media outlets, hospitals around the world

WHAT CAUSED IT?

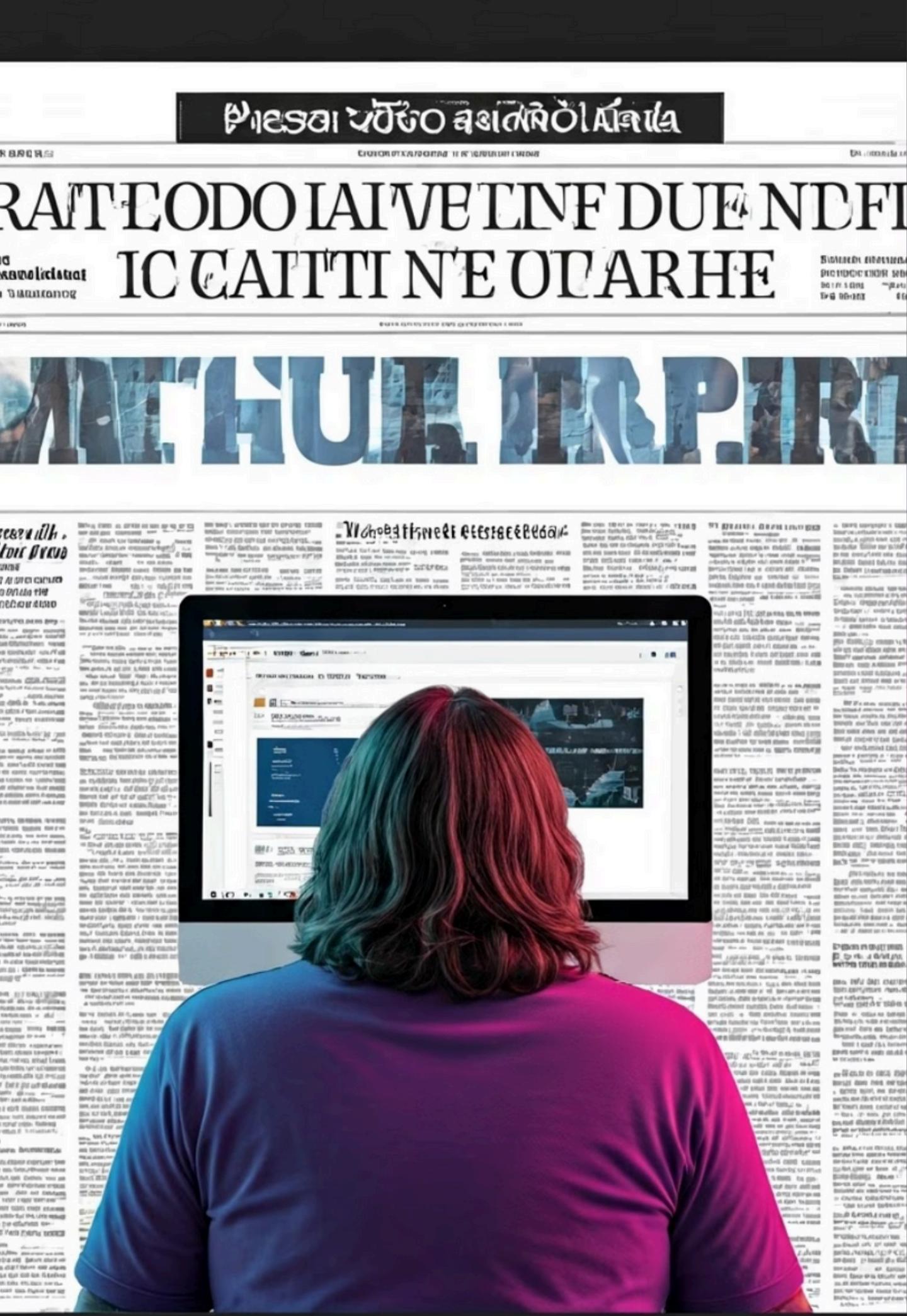
The update in a security tool called CrowdStrike triggered the critical error across Windows PCs

The company said it was not a cyberattack or security incident

FLIGHT CHAOS

Out of over 110,000 scheduled commercial flights on Friday

► **2,691** were cancelled globally for over 8 hours, global aviation analytics firm Cirium said



Indian Newspaper Coverage

The Microsoft outage was widely reported in Indian newspapers, highlighting the global impact of the incident and its repercussions for businesses and individuals in India.

1 The Indian Express
Covered the impact of the
outage on Indian businesses.

2 The Economic Times
Focused on the
inconvenience faced by
Indian users of Microsoft
services.

3 Mint
Provided a detailed analysis
of the causes of the outage.

4 Hindustan Times
Airline & Hospital sectors
experienced severe
setbacks.



The Cause of the Outage: CrowdStrike

The outage was attributed to a misconfiguration within CrowdStrike's Falcon endpoint protection platform. This misconfiguration led to a denial-of-service attack that overwhelmed Microsoft's servers, resulting in the disruption of services.

CrowdStrike

An endpoint security company, providing protection against cyber threats.

Falcon

CrowdStrike's endpoint protection platform, designed to detect and prevent malicious activity.

Misconfiguration

An error in the settings or configuration of Falcon, leading to unintended consequences.

Denial-of-Service

An attack that overwhelms a server with traffic, making it unavailable to legitimate users.

Lessons Learned

The Microsoft outage served as a reminder of the importance of robust security measures, careful configuration management, and proactive incident response plans.



Security

The incident highlighted the need for strong security practices.



Response

Effective incident response plans are essential for timely recovery.



Configuration

Proper configuration management is crucial to prevent mishaps.



Monitoring

Continuous monitoring of systems can help detect and prevent issues.



THANK YOU

