Date: Friday July 19, 2024

Important Notice: Impact of Global Tech Outage on NP-View Software

Dear Valued Customers,

We are writing to inform you about a recent global tech outage that has affected operations worldwide, including banks, media companies, and emergency services. This outage, caused by a single update from the cybersecurity-software company CrowdStrike, led to widespread crashes on Microsoft Windows devices.

Key Details:
- The issue was related to the Falcon Sensor and caused Windows hosts to experience a bugcheck or blue screen error (https://www.crowdstrike.com/blog/statement-on-windows-sensor-update/).
- Windows hosts which were brought online after 0527 UTC are not impacted.
- Windows 7/2008 R2, Mac, and Linux hosts are not impacted by this issue.
- The problematic file "C-00000291*.sys" with a timestamp of 0409 UTC has been reverted to a stable version as of 0527 UTC.

Impact on NP-View Software: Our NP-View Desktop software runs on Windows devices to generate network topology maps and analytics. While we do not directly deal with CrowdStrike products, we want to reassure our customers, especially those in the NERC CIP community, of the following:
- Any affected systems running the Windows variant of NP-View should follow CrowdStrike's remediation recommendations for recovery.
- We see no risk to our system from this issue.

We advise all users to ensure their Windows hosts are updated to the stable version of the Falcon Sensor to avoid any disruptions.

Thank you for your attention to this matter. If you have any further questions or need assistance, please do not hesitate to contact our support team.

Best regards,
Network Perception Support Team
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