

July 19th 2024 – Worldwide

## CrowdStrike Windows Sensor Update

### **Issue**

CrowdStrike Windows Sensor update.

### **FAQ: Third-Party Software Outage Impacting Microsoft Windows Systems**

#### **1. What is the issue affecting Microsoft Windows operating systems globally?**

A third-party software, CrowdStrike Windows Sensor Update, outage is currently impacting computer systems using Microsoft Windows operating systems globally.

#### **2. Is this third-party software provided by Werfen?**

No, Werfen does not provide this third-party software, and it is not used by Werfen.

#### **3. How is Werfen involved in this issue?**

Werfen is aware of the issue but is not directly involved as the software in question is not provided or used by Werfen.

#### **4. What should customers do to address this issue?**

Customers are advised to communicate and work with their internal IT departments for resolution.

#### **5. Where can I find more information about the CrowdStrike Windows Sensor Update related to this issue?**

For additional information, please refer to the Statement on [CrowdStrike Windows Sensor Update](#).

#### **6. Who should I contact if I need further assistance?**

For assistance, please reach out to your internal IT department, as they will be best equipped to handle this issue.

#### **7. Does this issue affect Werfen products or services?**

While Werfen products and services are not directly impacted by this third-party software outage, the ability to communicate results from Werfen products and services may be interrupted.