



GE VERNOVA

July 22, 2024

Holding Statement: CrowdStrike Configuration Update Issue

The following information is a direct quote from CrowdStrike's website at link:

<https://www.crowdstrike.com/blog/falcon-update-for-windows-hosts-technical-details/>

"On July 19, 2024 at 04:09 UTC, as part of ongoing operations, CrowdStrike released a sensor configuration update to Windows systems. Sensor configuration updates are an ongoing part of the protection mechanisms of the Falcon platform. This configuration update triggered a logic error resulting in a system crash and blue screen (BSOD) on impacted systems.

The sensor configuration update that caused the system crash was remediated on Friday, July 19, 2024 05:27 UTC.

This issue is not the result of or related to a cyberattack."

GE Vernova Monitoring & Diagnostics (M&D) uses CrowdStrike as a third-party vendor for some of its IT and remote site OT services, including the On-Site Monitoring device (OSM). The majority of the M&D systems experienced only a slight disruption of service. The OSMs that remain without service may require site assistance for resolution. The M&D team will be reaching out to those sites in the upcoming days.

Please rest assured that as part of our commitment to customer excellence, GE Vernova M&D is working to get all impacted systems working as normal as quickly as possible.

For questions regarding this notice, please contact the GE Vernova M&D Cyber Security Team at ge.md.cyber.security@ge.com or your local GE contract representative.

GE Vernova M&D Cyber Security Team

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