

Act before it is too late!

From #TheTol, July 20, 2024

CrowdStrike Shuts Down World's Windows For Hrs

Flawed Software Update Triggers Biggest Outage

TIMES NEWS NETWORK

Bengaluru: The world witnessed an unprecedented IT outage over Thursday and Friday that affected almost every business from airlines to healthcare, financial markets and govt agencies running Microsoft computers.

Flights were delayed or cancelled. Banks were unable to issue money. Some retailers had to shut outlets, some

FULL COVERAGE: P 10, 27, 30
EDIT PAGE: The IT Blues, Our Window To Chaos

put up signs saying they could only accept cash as the biggest IT outage ever affected people around the world.

Operations across broadcasters, banks, airports, and transportation suffered massive disruption. Hundreds of flights were cancelled and airports from Australia to US and UK, and India witnessed chaotic scenes.

Reports suggest that operations were yet to normalise at several places as the world struggled to come to terms with the enormity of the disruption. The outage was not caused by a cyberattack, as was initially feared. It began

CHAOS AT AIRPORTS, HUNDREDS OF FLIGHTS HIT

WHAT LED TO PROBLEM

CrowdStrike, a cloud-based cybersecurity platform whose software is used by scores of industries around the world, released a flawed update Friday morning of its Falcon Sensor software, unleashing worldwide chaos. An updated fix of the software was subsequently sent to computers

IMPACT IN INDIA

Airports witnessed chaotic scenes after hundreds of flights were either delayed or cancelled. IndiGo, Akasa Air, Vistara, Air India, SpiceJet and Air India Express said they were facing issues. Passengers were issued handwritten boarding passes. Entire process of manual ticketing

Flight status on whiteboard at Delhi airport

WORLDWIDE

Issues at Hong Kong, Sydney, Berlin Brandenburg, Amsterdam Schiphol and Denver airports. Ryanair, one of Europe's largest airlines, said it experienced disruption

Air France-KLM, Turkish Airlines, SAS, Qantas ops hit. In US, American, United and Delta grounded all flights

Several major oil and gas trading desks in London and Singapore were struggling to execute trades
In UK, NHS was hit & Sky News was off air

Cybersecurity firm's shares tank 15%

The shares of CrowdStrike, known as a dominant supplier of software that protects businesses from ransomware attacks, tanked 15% Friday, wiping out almost \$8 billion of its market value. CrowdStrike was founded by former executives of antivirus pioneer McAfee Inc. [@crowdstrike](#)

with a routine software update from US cybersecurity company CrowdStrike. The firm's solutions are widely used by organisations using Micro-

Services hit at pvt hosps in city, NCR

Several private hospitals in Delhi, Noida and Gurgaon, including Fortis, Max and Sir Ganga Ram experienced disruption, causing delays in OPDs, patient admission/discharge, lab tests and treatment. However, govt facilities, including AIIMS, Safdarjung and RML, were not hit. [P 10](#)

'Gave a seizure': Musk takes jab at Nadella

Microsoft CEO Satya Nadella tweeted, "We are working closely with CrowdStrike... to provide customers technical guidance and support to safely bring their systems back online." In reply Tesla CEO Elon Musk said, "This gave a seizure to the automotive supply chain." [TNA](#)

defect in its latest update for computers running Windows OS triggered the issue.
[Bookings, check-ins, P 23](#)

From #TheET, Oct. 22, 2025

Amazon's Cloud Service Restored After Major Outage



San Francisco: Amazon.com's cloud service returned to normal operations on Monday afternoon after an internet outage disrupted thousands of websites and apps worldwide, including Snapchat and Reddit, the company said.

Amazon Web Services (AWS) said some services still had a backlog of messages that would take several hours to process. AWS hosts applications and computing functions for companies globally, and the disruption knocked workers offline from London to Tokyo, halting routine tasks such as processing payments or booking travel. [Reuters](#)

From #TheTol, Oct. 22, 2025

Thirsty Data

India's growing its role in data centre market, but it must augment water availability first

Monday's outage at Amazon Web Services is a reminder of the cloud's earthly nature. You can 'dematerialise' your songs, movies, photos, identity, friendships, bank accounts, games and whatnot, but they still reside as zeroes and ones somewhere on physical servers in physical data centres. And there are thousands of these data centres – around 12,000 globally – already in the 33rd year of the internet's public release. That's a double-edged sword. The good that these pillars of the internet do is well-known. UPI payments, for example, won't be possible without them. But their growing scale is increasingly drawing attention to the harm they are capable of.

These are the things which give cold shudder to those who are mindful of risks of modern technologies.

On July 19, 2024, there was worldwide outage of the Microsoft services. The reason was security update of CrowdStrike with which Microsoft had tied up for security of its systems. There were chaos all around – at airports, hospitals and elsewhere. India too felt its impact. Even an ordinary person like me was disoriented for some time because it was not immediately clear to me why Microsoft Apps were not working properly. My initial reaction was to blame local internet service provider because I never thought that the

services of digital giant like Microsoft are also vulnerable to disruption. It was much later, when the services were partially restored, it became clear from media that mighty Microsoft was down. In India, our Cyber Emergency Response Team (CERT) meekly issued an advisory and thereafter the matter rested forever. Now it is Amazon's cloud which has recently gone down.

No one takes serious view of such outages, not even our Governments. Perhaps for them, it is a matter between consumers and their service providers. It is an ostrich like approach. It is not that simple. These are utility services which are availed by public at large whether they are

provided by private a player or by government agency. As far as my knowledge of law goes, Government has power to regulate them because of their impact on general public. Under the common law, even private parties like keepers of inns and ferry services providers were in olden days obliged to follow regulatory mandates of the Government.

At least one classic case, *Rylands v. Fletcher* (1868) is before us for guidance. That was a case where action under torts law was brought for overflow of water from defendant's reservoir to plaintiff's mines. For that also, the House of Lords, laid down the law as follows, "The person whose grass or corn is eaten down by escaping cattle of his neighbour, or whose mine is flooded by the filth of his neighbour's privy, or whose habitation is made unhealthy by fumes and noisome vapours of his neighbour's alkali works, is damnified without any fault of his own; and it seems but reason and just that *the neighbour who has brought something on his own property (which was not naturally there), but which he knows will be mischievous if it gets on his neighbour's, should be obliged to make good the damages which ensues if he does not succeed in confining it to his own property. But for his act in bringing it there no mischief could*

have occurred, and it seems but just that he should at his peril keep it there, so that no mischief may accrue, or answer for the natural and anticipated consequence."

This was the law laid down for harm coming from simple things like "beasts, or water, or filth, or stench."

However, when horrible Bhopal gas leak occurred in 1984 which resulted in many deaths, the Supreme Court of India realising the enormity of the tragedy, declined to go by milder principle of *Rylands v. Fletcher*, and laid down its own rules of strict liability for industrial disasters. The Supreme Court in *Charan Lal Sahu v. Union of India*, (1990) 1 SCC 613 (para 91), modified the law as follows, "*If the enterprise is permitted to carry on a hazardous or dangerous activity for its profit, the law must presume that such permission is conditional on the enterprise absorbing the cost of any accident arising on account of such activity as an appropriate item of its overheads. The enterprise alone has the resource to discover and guard against hazardous or dangers and to provide warning against potential hazards. ... the measure of compensation in these kinds of cases must be correlated to the magnitude and capacity of the enterprise because such compensation must have a*

deterrent effect. The larger and more prosperous the enterprise, the greater must be the amount of compensation payable by it for the harm caused on account of an accident in the carrying on of the hazardous or inherently dangerous activity by the enterprise. The determination of actual damages payable would depend upon various facts and circumstances of the particular case.” (emphasis added)

Building on the experience which our Government in India had from Bhopal gas leak tragedy, it has enacted the Civil Liability for Nuclear Damage Act, 2010, wherein nuclear operator’s civil liability has been fixed but the legislation has at the same time shielded the nuclear operators. A safe harbour has been created for nuclear operator “... where such damage is caused by a nuclear incident directly due to – (i) a grave natural disaster of an exceptional character; (ii) an act of armed conflict, hostility, civil war, insurrection or terrorism. ... (3) Where any nuclear damage is suffered by a person on account of his own negligence or from his own acts of commission or omission ...” These exceptions considerably dilute nuclear operator’s liability. It is said that the exceptions have been built into law on the insistence of nuclear operators who would be assisting India to produce nuclear energy. They did not want to

suffer the kind of damages which were imposed by the Supreme Court of India on Union Carbide in Bhopal gas leak case.

Humanity is making technological progress so that life becomes easy but everything is coming with deadly and more deadly risks.

The question is, when India has sufficient experience of technological mishaps, why it is taking so much time to put in place the laws to take care of all these things.

The impact of digital and electromagnetic technologies is enormous. The functioning of the entire world rests on optical fibers of hairbreadth and electromagnetic waves. Both are fragile and vulnerable. But still the humanity has chosen to rest its future on them. Consider any walk of life, these technologies permeate our life one way or the other. Those who are familiar with evolution of internet know the reason why internet was developed by USA. When erstwhile USSR put its satellite, Sputnik, in space, USA immediately estimated its potential threat. The Americans became alert that all their civilian and defence installations were under USSR’s surveillance. Their first priority was to back up their communications system through alternative routes so as to minimize the

harm. If their one node of communication system was destroyed by Russian attack, they could communicate through web of alternative routes. This gave rise to internet which later on grew into world wide web.

Now that internet and digital technologies have developed considerably, the race is for hoarding as much data as possible. It is needed for AI. The more data you have, the better AI product you may be able to develop. It is for this reason that most of countries are vying for data centres on their land. This in turn is giving rise to more and more energy requirements. AI processing centres too need huge amount of energy apart

The screenshot shows a news article from The ET dated October 22, 2025. The main headline is "Data Nation: 9GW Capacity Seen by '32 on \$50B Flows". Below the headline, there are several sub-sections and a table. The sub-sections include "Surging data traffic, localisation norms and AI use expected to push up data centre infra", "Sea of Numbers" (a table showing data center capacity growth), and "INVESTMENTS & PROJECTS PLANNED" (a table listing investments by various companies).

Year	Capacity (GW)
2025	1.2
2032	9
2038	38
2040	84

Company	Investment (\$ Billion)	Capacity (GW)	Status
Google	11.5	1	At ready
AWS	8.3	1	At ready
Reliance Industries	1	1	At ready
TES	1	1	New business unit to build 1GW capacity

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from sophisticated digital processor chips. It is understood that some digital giants are exploring the possibilities of tying up with nuclear power production plants so that they can get 24 x 7 supply of energy they need to provide uninterrupted services. As noted above, nuclear technology is also risky. In short, we are adding more and more risks to ourselves.

These are the things which the Governments all over the world should ponder and should prepare themselves – risk prevention or at least risk minimisation measures are urgently needed. But it is doubtful that anyone is thinking about it. When we talk of sustainable development, it means we should be alive to risks of modern technologies. It is here, the entire humanity is failing. They may have no answer to give to future generations.