

Introduction

CrowdStrike Engineeringhas identified a content deployment related to this issue and reverted those changes.

If hosts are still crashing and unable to stay online to receive the Channel File Changes, the following steps can be used to workaround this issue:

Workaround Steps:

You may need to recover your BitLocker key, steps are appended below.

Boot Windows into Safe Mode (General)

- Turn off your PC
- Press the F8 key multiple times, until you see the Windows Logo/

OR;

Boot Windows into Safe Mode (Dell Laptops)

Reboot your Laptop Press the F12 key multiple times until you see the Dell bios options Select SupportAssist OS Recovery In the top right-hand corner press the ellipsis (...) and select **Windows Recovery**

Launch Command Prompt from Windows Recovery

• On the **Choose an option** screen, select **Troubleshoot > Advanced options > Startup Settings > Restart**.





Troubleshoot Reset this PC Lets you choose to keep or remove your personal files, and then reinstalls Windows			
Advanced options			
System Restore Use a restore point recorded on your PC to restore Windows	Startup Repair Fix problems that keep Windows from loading		
Go back to the previous version	Command Prompt Use the Command Prompt for advanced troubleshooting		
System Image Recovery Recover Windows using a specific system image file	Startup Settings Change Windows startup behavior		

Click **Command Prompt** and in the window that appears, enter the following command:

del C:\Windows\System32\drivers\CrowdStrike\C-00000291*.sys





Appendix A: Bitlocker Recovery

Recovery Steps:

- 1. On a mobile device, or separate computer, navigate to https://myaccount.microsoft.com/
- 2. Login using your every day email account,
- 3. Click on Manage Devices,

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Warren Sherwen Warren.Sherwen@aspirets				
Source Project Devices Programinations Settings & Privacy Projections May sign-ins	Warren Sherwen Solutions Architect +44 (0) 330 124 2701 Warren.Sherwen@aspirets.com +44 (0) 191 816 2602 S Gateshead	Security info	Password Make your password stonger, or change it if someone else knows it. CHANGE PASSWORD >	Settings & Privacy Personalise your account settings and see how your data is used. VIEW SETTINGS AND PRIVACY >
My Apps My Groups My Access Give feedback	✓ Why can't I edit? Sign out everywhere	Devices Disable a lost device and review your connected devices. MANAGE DEVICES >	Organisations	My sign-ins See when and where you've signed in and check if anything looks unusual. REVIEW RECENT ACTIVITY >

- 4. Select your computer name,
- 5. Select View BitLocker Recovery Keys.

Devices				
If you lose a device or no longer use it, disable it so no one else can gain access to it. To re-enable it after it's been disabled, contact your admin.				
CPC-Warre-B0BH9	Windows	Active	^	
Device is managed by Intune. View Bitlocker Keys	Organisation Status Active	Device object ID ① 22891832-66c2-4c2b-81cc-f2b92a9d4a03		

- 6. Select Show Recovery Key. Your 48-digit recovery key will appear.
- 7. Enter the recovery key into the BitLocker recovery screen on the locked computer, followed by *Enter*.

*You can confirm you have found the matching Device, by verifying the "Device Object ID" matches the Recovery key ID presented on the BitLocker screen:

Portal:			
CPC-Warre-B0BH9	Windows	Active	
Device is managed by Intune. View Bitlocker Keys	Organisation Status Active	Device object ID ① 22891832-66c2-4c2b-81cc-f2b92a9d4a03	



BitLocker Screen:

