

Introduction

CrowdStrike Engineering has 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

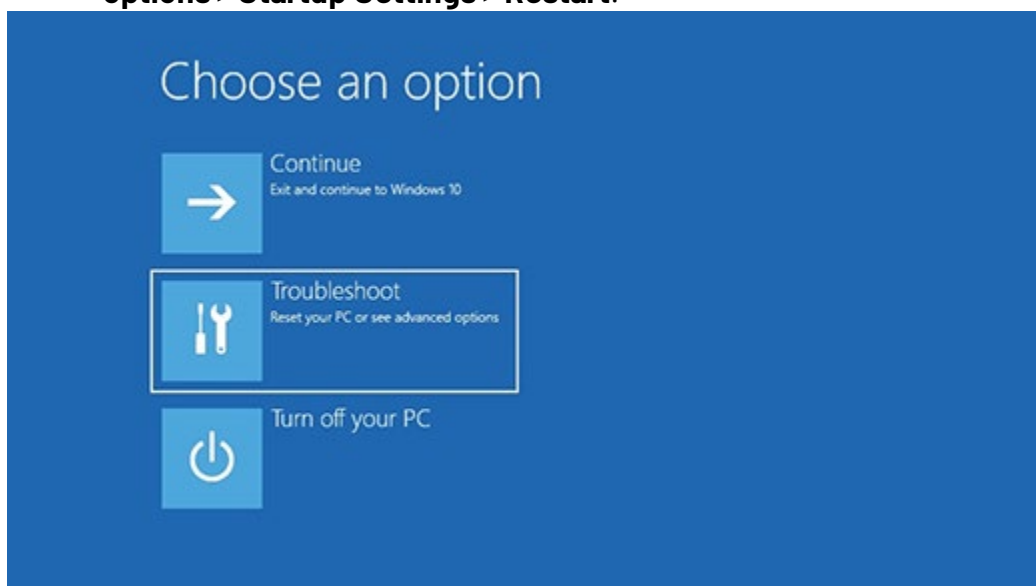
Press the F12 key multiple times until you see the Dell bios options

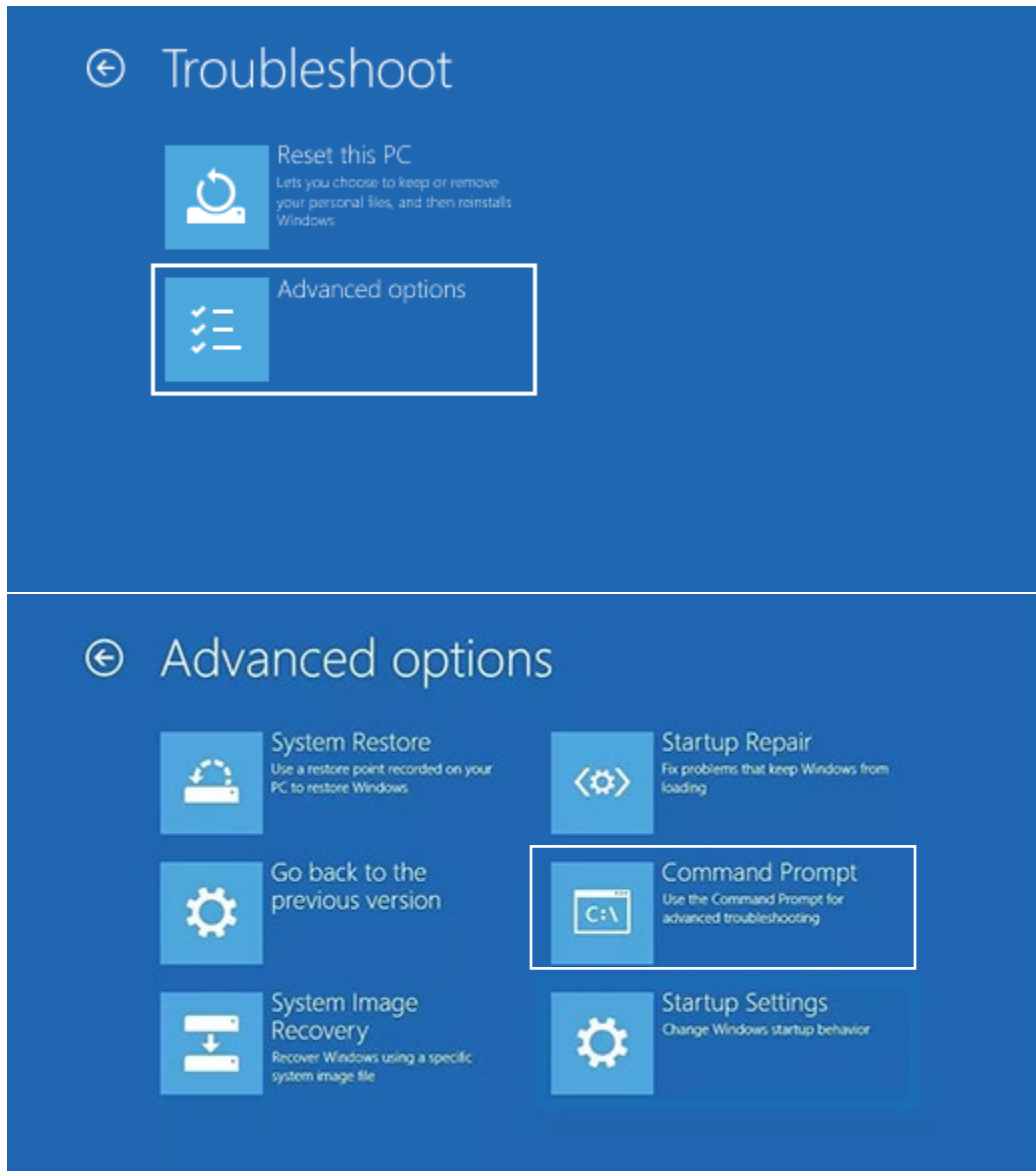
Select SupportAssist OS Recovery

In the top right-hand corner press the ellipsis (...) and select **Windows Recovery**

Launch Command Prompt from Windows Recovery

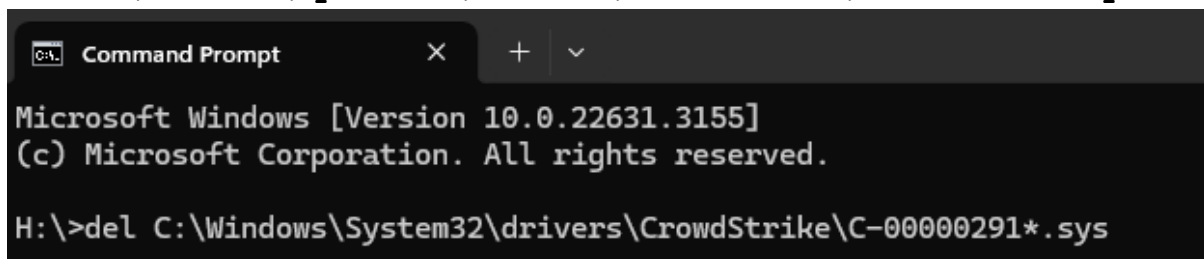
- On the **Choose an option** screen, select **Troubleshoot > Advanced options > Startup Settings > Restart**.





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

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



```
Microsoft Windows [Version 10.0.22631.3155]
(c) Microsoft Corporation. All rights reserved.

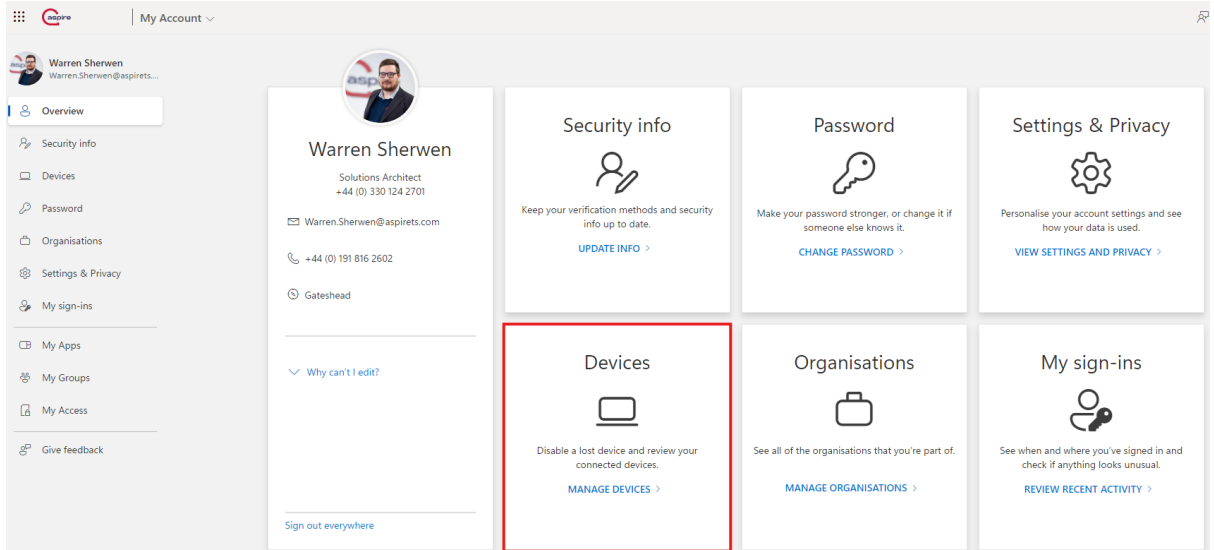
H:\>del C:\Windows\System32\drivers\CrowdStrike\C-00000291*.sys
```

1. Reboot your machine

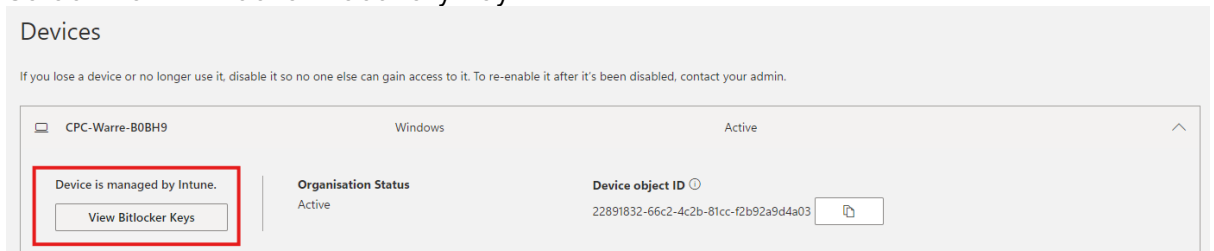
Appendix A: Bitlocker Recovery

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,



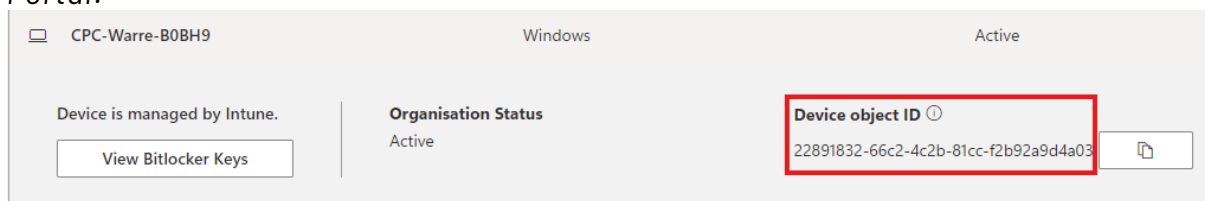
4. Select your computer name,
5. Select View BitLocker Recovery Keys.



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:



BitLocker Screen:

BitLocker recovery

Enter the recovery key for this drive

Use the number keys or function keys F1-F10 (use F10 for 0).

Recovery key ID (to identify your key):

BitLocker needs your recovery key to unlock your drive because Secure Boot policy has unexpectedly changed.

Here's how to find your key:

- Try your work or school account at: aka.ms/aadrecoverykey
- For more information go to: aka.ms/recoverykeyfaq

Press Enter to continue

Press Esc for more recovery options