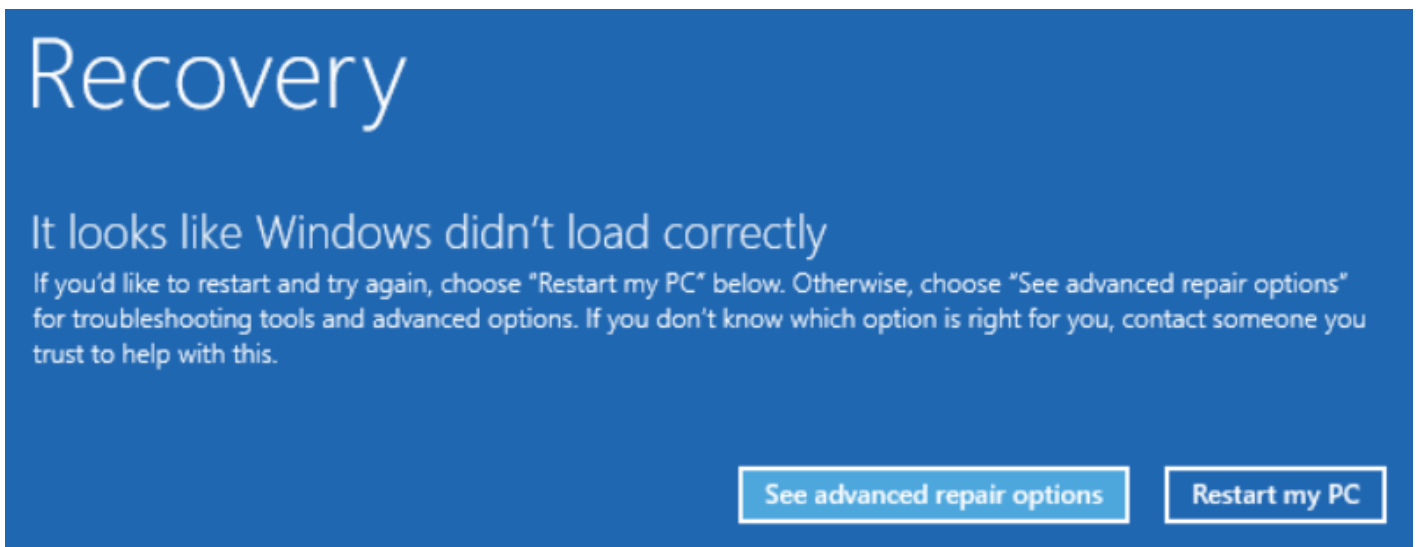


How To Fix Crowdstrike BSOD (July 2024) [CMD]

These are the steps to fix the BSOD issue caused by csagent.sys.

We assume your computer is on the Recovery Screen



You will need a bitlocker recovery key to perform these steps. To get this key, please email our **IT Helpdesk** ithelp@phmail.ucdavis.edu and send us your machine's **serial number (HP)** or **service tag (Dell)**.

- For desktops, this information is usually on a sticker somewhere on the computer.
- If you have an HP laptop, it is located on the bottom of the laptop next to the vent. It should be next to the SN# line and most likely begins with the number 5

Please wait to hear back from us and use the Bitlocker recovery key you receive to complete the steps below.

If you prefer us to walk you through the steps below over the phone, please let us know and we would be happy to do so.

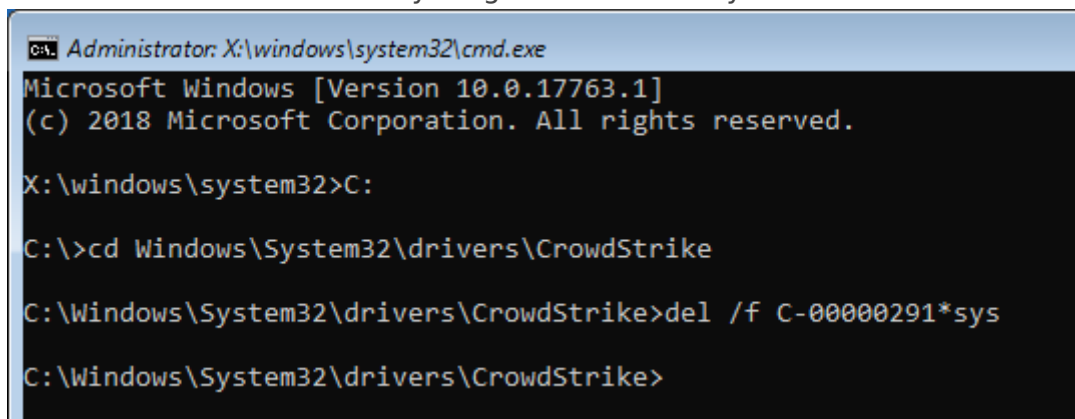
Steps

1. Click on **See advanced repair options > Troubleshoot > Advanced Options > Command Prompt**
2. It will now ask you to enter your **Bitlocker recover key**, Type it in the box and press **Enter**
3. You should now see a command prompt. **Carefully** type the following commands and hit **Enter** after each line:

(Line 2 may wrap if viewing this on a mobile device. Line 2 is one line, not multiple lines)

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

It should look like this if everything is done correctly

A screenshot of a Windows Command Prompt window titled "Administrator: X:\windows\system32\cmd.exe". The window shows the following text: "Microsoft Windows [Version 10.0.17763.1] (c) 2018 Microsoft Corporation. All rights reserved. X:\windows\system32>C: C:\>cd Windows\System32\drivers\CrowdStrike C:\Windows\System32\drivers\CrowdStrike>del /f C-00000291*.sys C:\Windows\System32\drivers\CrowdStrike>".

```
C:\Windows\system32>cd Windows\System32\drivers\CrowdStrike
C:\Windows\System32\drivers\CrowdStrike>del /f C-00000291*.sys
C:\Windows\System32\drivers\CrowdStrike>
```

4. Assuming no errors show up, you can now close the command prompt with the **X** in the top right corner
5. In the next screen click the option to **Continue To Windows**

Your computer should now be back up and running.

As always, you can get in touch with us at ithelp@phmail.ucdavis.edu

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