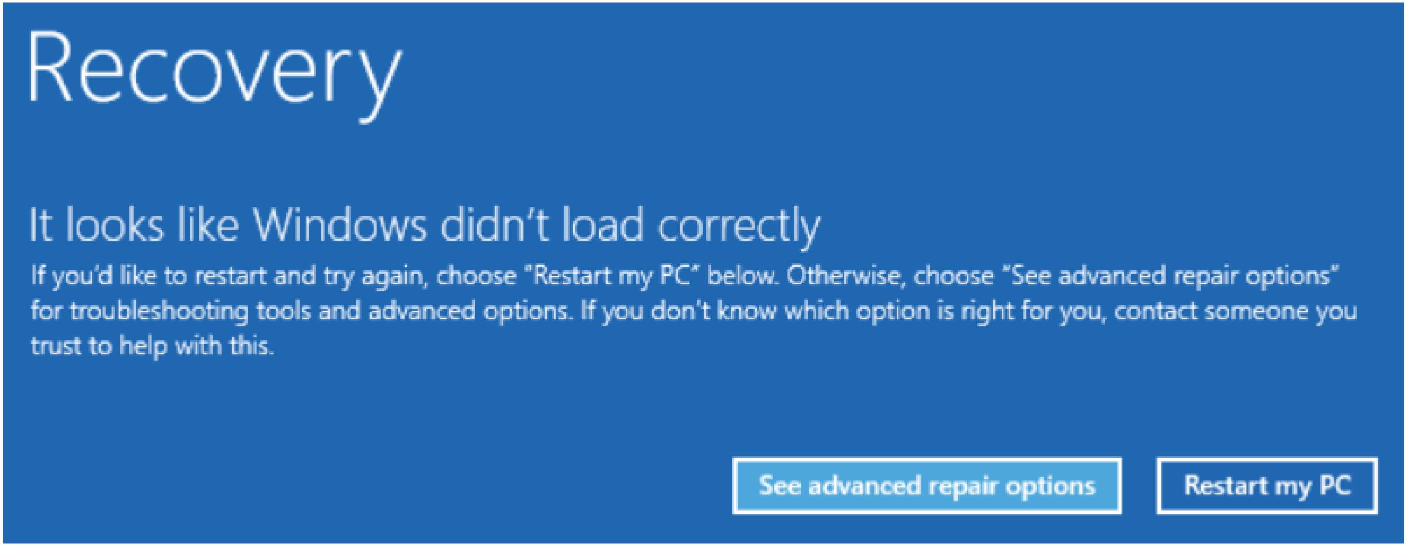
How To Fix Crowdstrike BSOD (July 2024) [Full]

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

We assume your computer is on the Recovery Screen



Recovery

It looks like Windows didn't load correctly

If you'd like to restart and try again, choose "Restart my PC" below. Otherwise, choose "See advanced repair options" for troubleshooting tools and advanced options. If you don't know which option is right for you, contact someone you trust to help with this.

If you do not see this screen please contact us at ithelp@phmail.ucdavis.edu

There are 2 methods of fixing this. One uses safe mode, the other uses the recovery command prompt. Both methods will require a bitlocker key. The Safe Mode Method will also require an admin account

Obtaining a Bitlocker Key

To get your bitlocker key, email us at ithelp@phmail.ucdavis.edu and send us your machine's serial number (HP) or service tag (Dell)

(**PHS IT Only**, We can retrieve the bitlocker key by sending the machine name to the --CrowdStrike Failure Technical Workgroup** Teams group. Someone from their side will respond with the bitlocker key)

Command Prompt Method

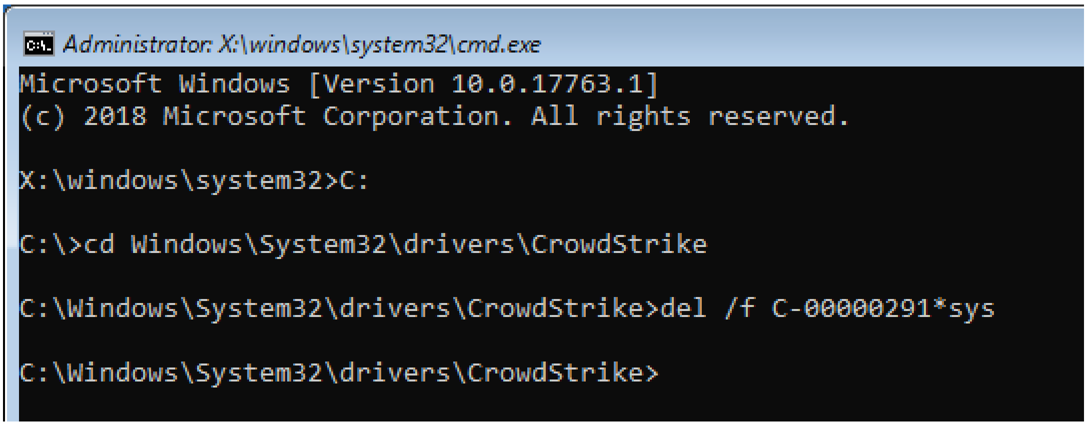
This method does not require an admin account

1. Click on **See advanced repair options**
2. Click on **Troubleshoot** > **Advanced Options** > **Command Prompt**
3. It will now ask you to enter your Bitlocker key, Type it in the box and press enter
4. 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

   Administrator: X:\windows\system32\cmd.exe

   ```
   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>
   ```

5. You can now close the command prompt with the **X** in the top right corner
6. In the next screen click the option to **Continue To Windows**

Your computer should now be back up and running.

Safe Mode Method

This method requires an admin account

1. Click on **See advanced repair options**
2. Click on **Troubleshoot** > **Advanced Options System Startup** > **Reboot**
3. It will now ask you to enter your Bitlocker key, Enter it and press enter

4. Select the option to boot into **Safe Mode** (Usually Option 4)
5. Log in with admin account
6. Navigate to `C:\Windows\System32\drivers\CrowdStrike`
7. Delete C-00000291-00000XXX-00000XXX.sys
8. Reboot (**Start** > **Power Icon** > **Reboot**)

Your computer should now be back up and running

Find your main drive letter

If you are using the command prompt method and it gives you an error when typing `C:` then recovery likely gave your main drive a different letter.

To find the correct letter, do the following:

1. Run

   ```
   diskpart
   ```

2. When the diskpart utility shows up type

   ```
   list disk
   ```

   ```
   DISKPART> list disk

   Disk ###  Status         Size     Free     Dyn  Gpt
   --------  -------------  -------  -------  ---  ---
   Disk 0    Online          238 GB  5120 KB        *
   ```

3. If you have multiple drives, select the one that is for your C drive. Otherwise it is disk 0.

   Type:

   ```
   sel disk 0
   ```

4. Run:

   ```
   list vol
   ```

   ```
   DISKPART> list vol

   Volume ###  Ltr  Label        Fs     Type        Size     Status     Info
   ```

```
----------  ---  -----------  -----  ----------  -------  ---------  --------
Volume 0     C   Windows      NTFS   Partition    237 GB  Healthy    Boot
Volume 1         SYSTEM       FAT32  Partition    260 MB  Healthy    System
Volume 2         Windows RE   NTFS   Partition    821 MB  Healthy    Hidden
```

5. In the second column, find the letter for the largest partition. That is the letter you will be using instead of C
6. Type `exit` to leave diskpart and return to a normal command prompt

```
exit
```

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