Affected system Remediation Action

Step 1> Click on Trouble shoot



Step 2>.Click on command prompt



<u>Step 3 > On command prompt > type " notepad " (as shown in the figure) and enter</u>



Step 4 > Once the notepad is opened > click on File



Step 5 > click on File> Click Open

	Untitled	
File	Edit	View
New	/ tab	Ctrl+N
New window		Ctrl+Shift+N
Open Ctrl+O		
Save		Ctrl+S
Save	e as	Ctrl+Shift+S
Save	e all	Ctrl+Alt+S
Page setup		
Print	t	Ctrl+P
Clos	e tab	Ctrl+W
Clos	e window	Ctrl+Shift+W

<u>Step 6 > Once the Open tab is clicked Browse the following location(refer the below image)</u>

Go to_C drive: -> Windows -> System32-> Drivers-> CrowdStrike



<u>Step 7 > A below Tab will Appear</u> first click on Files of Types and select All file (Refer below arrow)

Look in:	CrowdStrike	\$	∠ 0 0 ₽ ▼	
~	Name	^		Date modij
11	S C-0000028	1-00000000-00000043.sys		7/18/2024
Home	C-0000028	3-00000000-00000126.sys		7/18/2024
-	C-0000028	33-00000000-00000127.sys		7/18/2024
_	C-0000028	34-00000000-00000024.sys		7/18/2024
Libraries	C-0000028	35-00000000-00000001.sys		3/27/2024
	C-0000028	36-00000000-00000036.sys		7/15/2024 !
This DC	C-0000028	38-00000000-00000002.sys		3/27/2024
mis PC	C-000002	89-00000000-00000102.sys		7/17/2024 2
	S C-000002	91-00000000-00000034_old sys		7/18/2024 !
	C-000002	93-00000000-00000045.sys		7/17/2024 !
	C-000005	00-00000000-00000001.sys		3/27/2024
	C-000005	02-00000000-00000001.sys		3/27/2024
	C-000003	08-00000000-00000001.sys		3/27/2024
	File name	C-00000201 0000000 0000		
	t no riame.	00000291-0000000-00000034	~	Open
	Files of type:	All Files	-	Cancol
	Encoding	Auto-Detect		Cancer

<u>Step 8</u> > and Search for C-00000291 and rename the file to C-00000291.Backup

Open			din din manya t		Marine Marine	
Look in:	CrowdStrike	\Diamond		~	G 🕈 🔛 🗆 🔻	
Home Libraries This PC	Name C-0000028 C-0000058 C-0000058 C-0000058 C-0000058	1-00000000-00 3-00000000-00 3-00000000-00 3-00000000-00 3-00000000-00 3-00000000-00 3-00000000-00 0-00000000-00 0-00000000-00 02-00000000-00 08-00000000-00	0000043.sys 0000126.sys 0000127.sys 0000024.sys 0000001.sys 0000002.sys 0000002.sys 0000002.sys 000000102.sys 0000001.sys 0000001.sys 0000001.sys			Date modifi 7/18/2024 { 7/18/2024 { 7/18/2024 { 7/18/2024 { 3/27/2024 7/15/2024 { 3/27/2024 { 7/17/2024 { 7/17/2024 { 3/27/2024 { 3/27/2024 3/27/2024
	File name:	C-00000291-0	000000-000000	34	~	Open
	Encoding	All Files Auto-Detect			¢	Cancel

Step 9 > After Renaming close the notepad window and Restart the system