Workaround Blue Screen Issue

2024-07-19 - Patricia | ESET Nederland - Reacties (0) - Customer Advisories

Dear Customer,

Due to the severity and impact of the current situation involving Crowdstrike products, we want to proactively inform and support you wherever possible. In case of any questions or uncertainties, we are fully mobilized to support and answer any questions.

The current technical issue in Crowdstrike is currently affecting only Windows systems, which results in a blue screen error. The engineering team at Crowdstrike has identified that the issue was related to a recent content deployment. They've reverted the changes to prevent further occurrences. The CEO of Crowdstrike has stated clearly that the situation has their highest priority.

To assist affected users in resolving this issue, please follow the steps below:

Workaround Steps:

1. Boot Windows into Safe Mode or the Windows Recovery Environment.
2. Navigate to the C:\Windows\System32\drivers\Crowdstrike directory.
3. Locate the file matching "C-00000291*.sys" and delete it.
4. Boot the system normally.

Additionally, we would like to assure you that ESET customers are not affected by this issue. However, to prevent similar problems in the future, ESET users can take the following steps:

Preventive Measures for ESET Users:

1. **Roll Back Module Updates:** If you encounter any issues after a recent update, you can roll back module updates on ESET business products using ESET PROTECT. This allows you to revert to the

previous version of the update, which might resolve any immediate issues you are facing. Detailed steps can be found here.

2. **Delay Detection Engine Updates:** To minimize the impact of potential update issues, consider delaying detection engine updates. This approach allows you to wait and see if any problems arise from the new updates before they are applied to your system. You can find more information on how to set up this delay here.

For more insights into the complexities of cybersecurity update processes, please visit this article.

If you need any further assistance, please do not hesitate to contact our support team.