WINMAGIC

Announcement: Remediating CrowdStrike Falcon Issue

Addressing CrowdStrike Falcon Content Update Interruption and for Windows Hosts

Unlocking Drive for CrowdStrike Remediation

We are aware of the current issue with the CrowdStrike Falcon Content Update, which has rendered numerous Windows devices inaccessible worldwide. We understand the impact this has on your daily operations and are committed to providing immediate assistance. For more on this issue, please read CrowdStrike's blog here - https://www.crowdstrike.com/blog/statement-on-falcon-content-update-for-windows-hosts/

Note that with WinMagic's SecureDoc, Your Data Remains Secure

While CrowdStrike is actively working on a resolution, we want to assure you that your data remains secure with SecureDoc encryption.

Step 1: Follow the Instructions Provided by CrowdStrike as their latest instructions on remediation should not be affected by SecureDoc or encrypted drives

Step 2: If CrowdStrike remediation is unsuccessful with Encrypted Drives: Steps to Unlock Encrypted Drives

If you need to unlock the encrypted drive to access your data or for CrowdStrike remediation steps, you can do so by booting into WinPE and by following the steps below depending on your encryption type (Software, Hardware or Bitlocker).

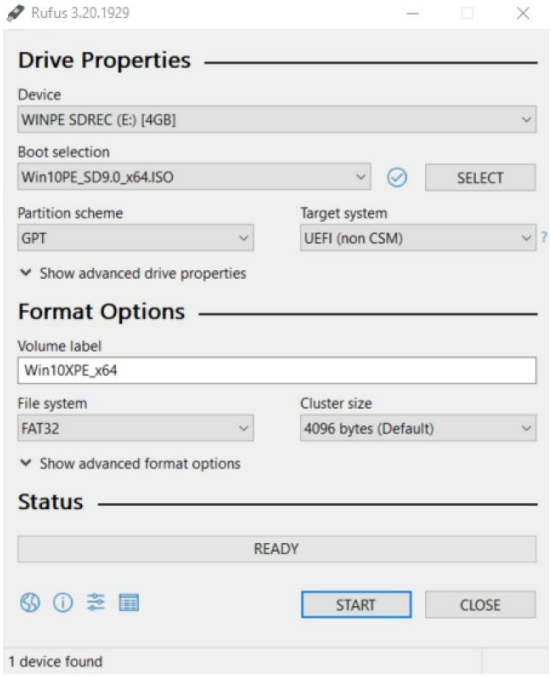
You can verify your encryption type in your SES console by selecting a device and looking under the "Encryption Type" column.

How to create a bootable WinPE USB:

1. Download Rufus software: http://rufus.akeo.ie/
2. Download WinPE 9.1 ISO from here: https://fileshare.winmagic.com/link/zqmIjatMkUry7TOe3G8eo4
3. Configure Rufus as shown in the screenshot

a. Either set to GPT for UEFI or MBR Partition for UEFI

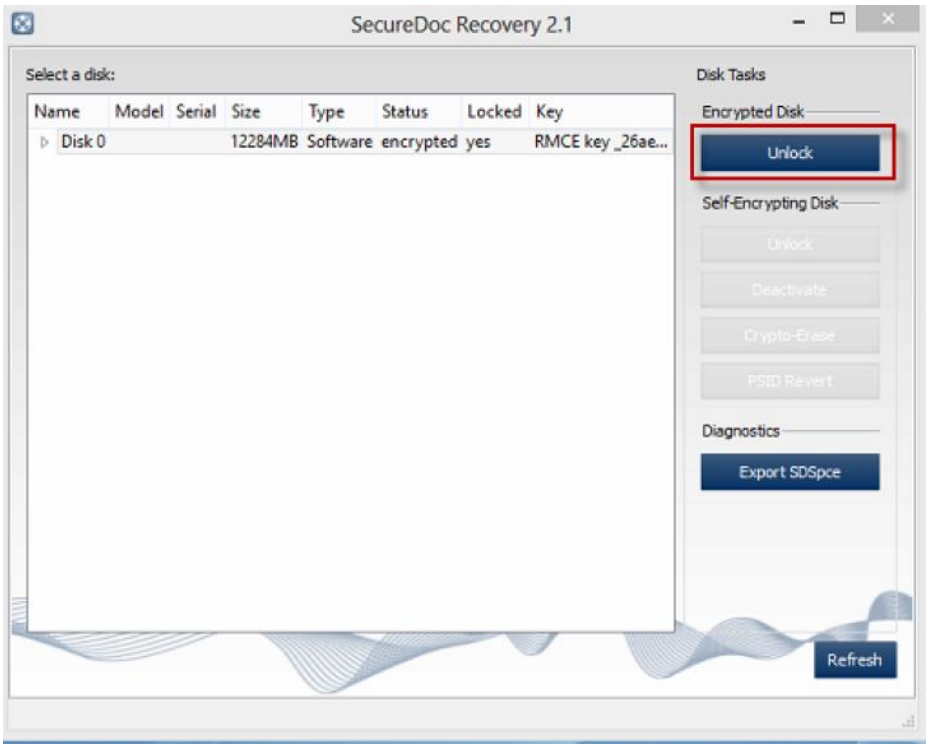
b. Format USB to FAT32



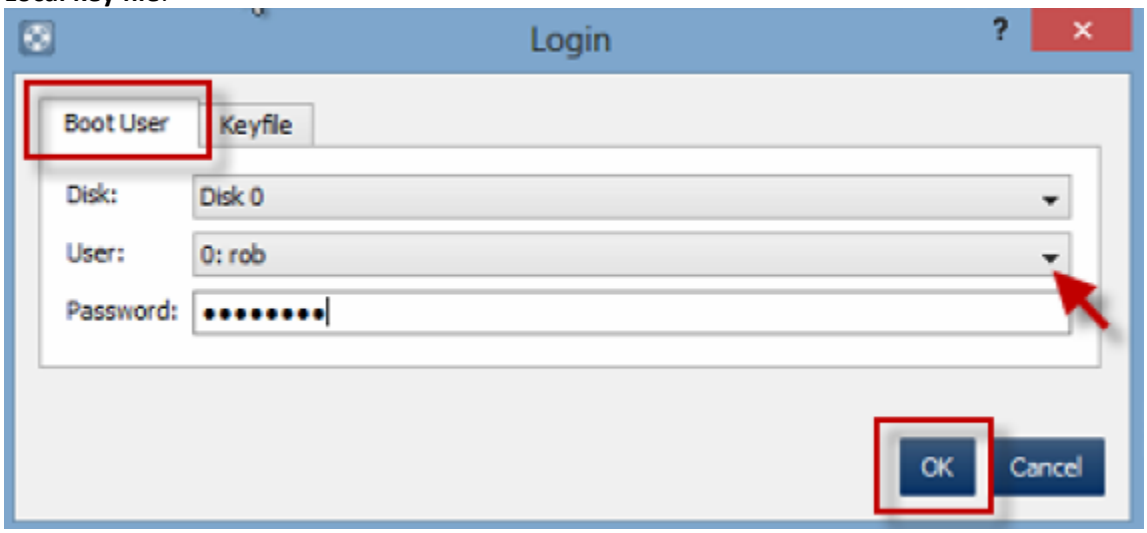
4. Select the ISO image and hit Start.
5. Power off/on the device, open the boot menu and boot to the USB.
6. Launch SDRecovery, which is located on the Desktop.

Unlock Software Encrypted Drive

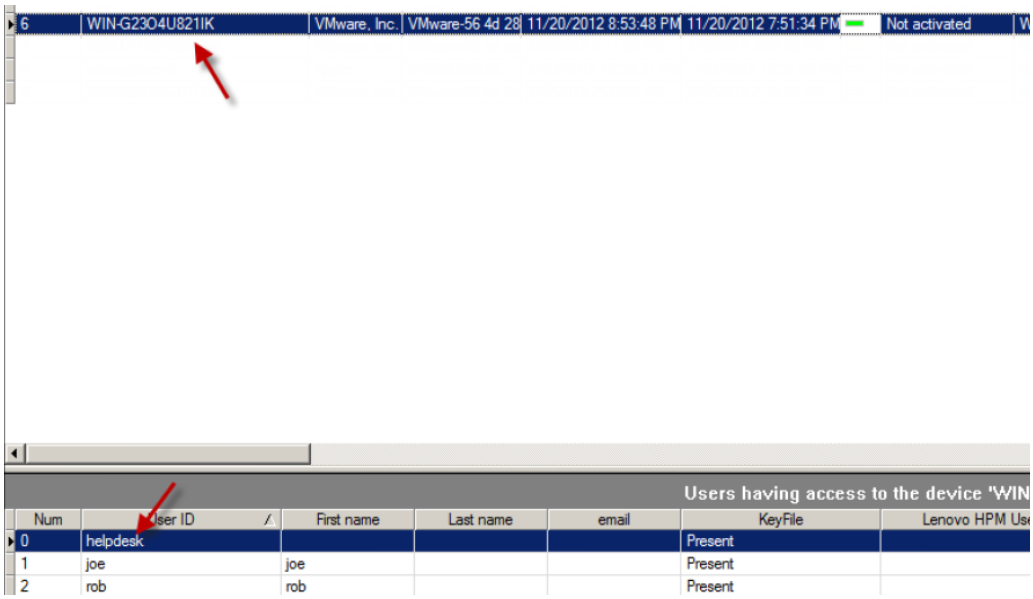
1. Select the drive and click ‘Unlock’.



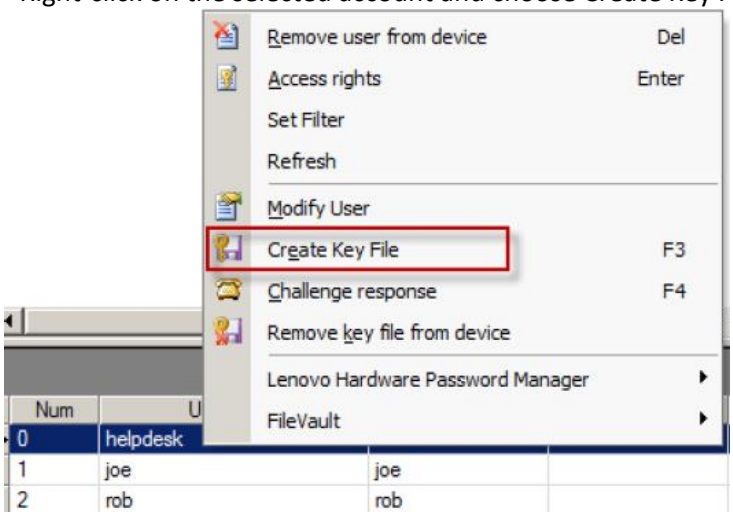
2. You will be presented with a Window to unlock the drive by the boot user (local key file) password or by an external key file.
   a. **Local key file**:



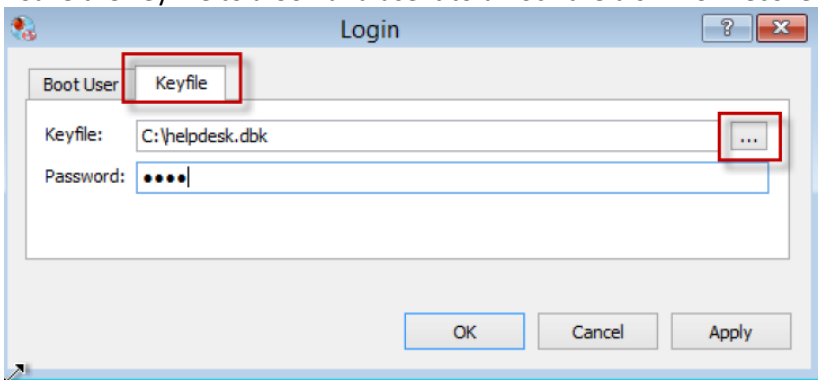
   b. **External key file**: If the password to local keyfile is unknown, then a key file from SES is required for the target drive.
   - First identify and highlight the target computer in SES.
   - Select a valid account under the target device.



- Right-click on the selected account and choose Create Key File:



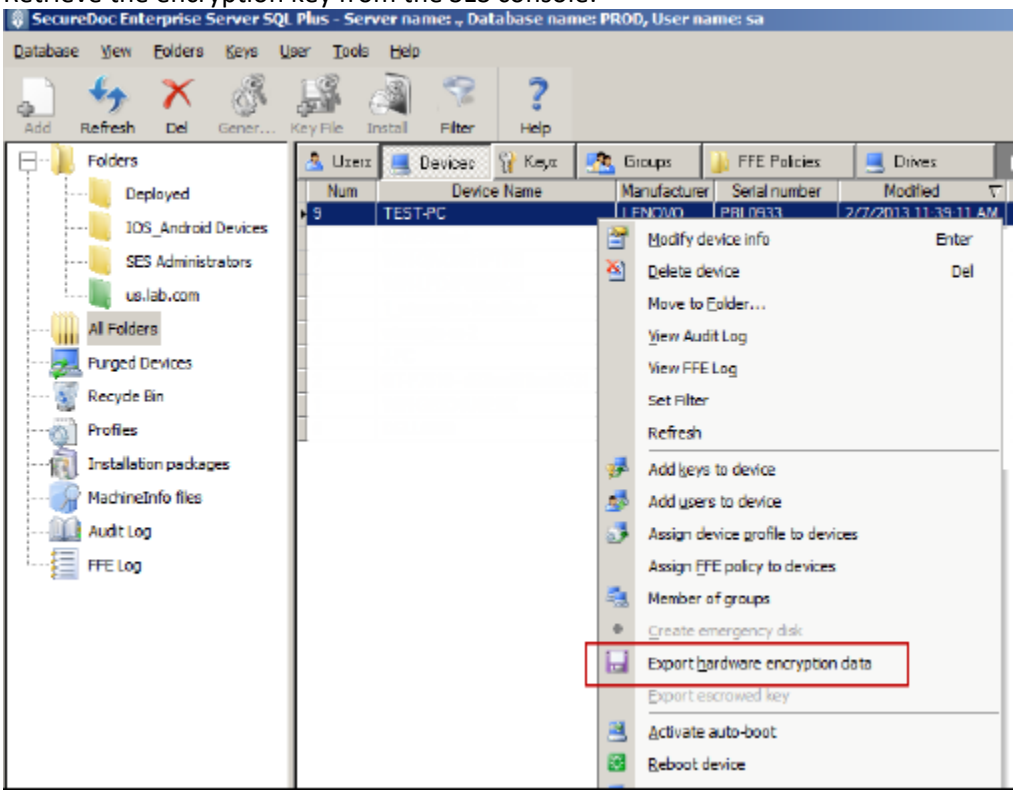
- Save the key file to a USB and use it to unlock the disk in SDRecovery:



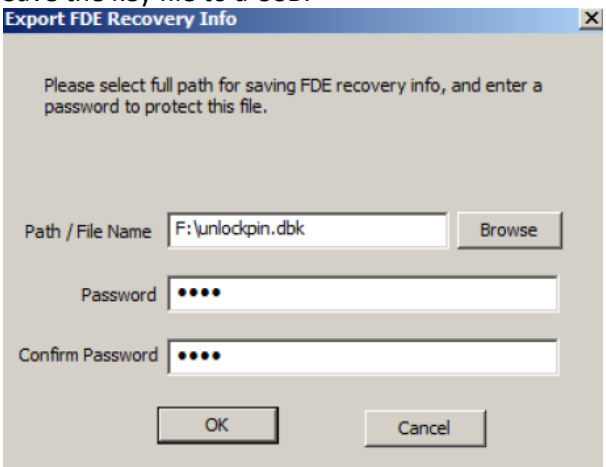
3. A prompt should now appear saying the drive was unlocked.

Unlock Hardware Encrypted Drive

1. Retrieve the encryption key from the SES console:



2. Save the key file to a USB:

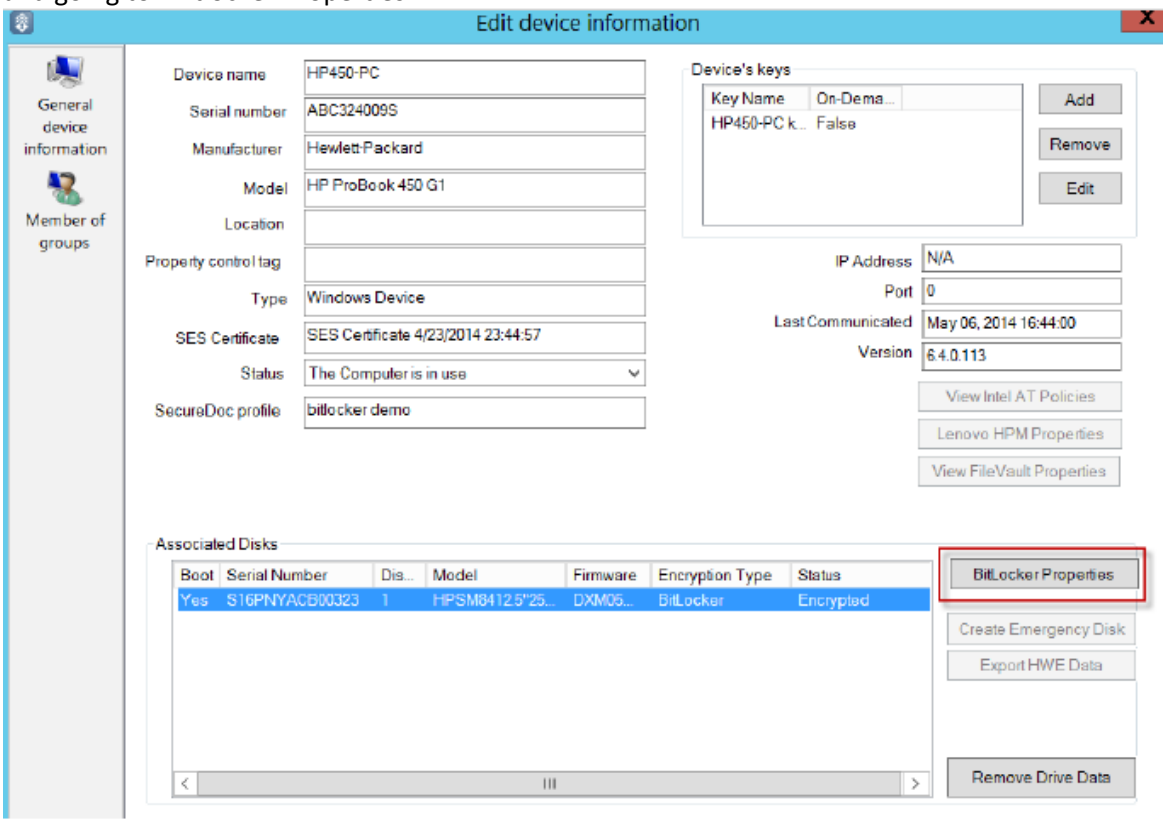


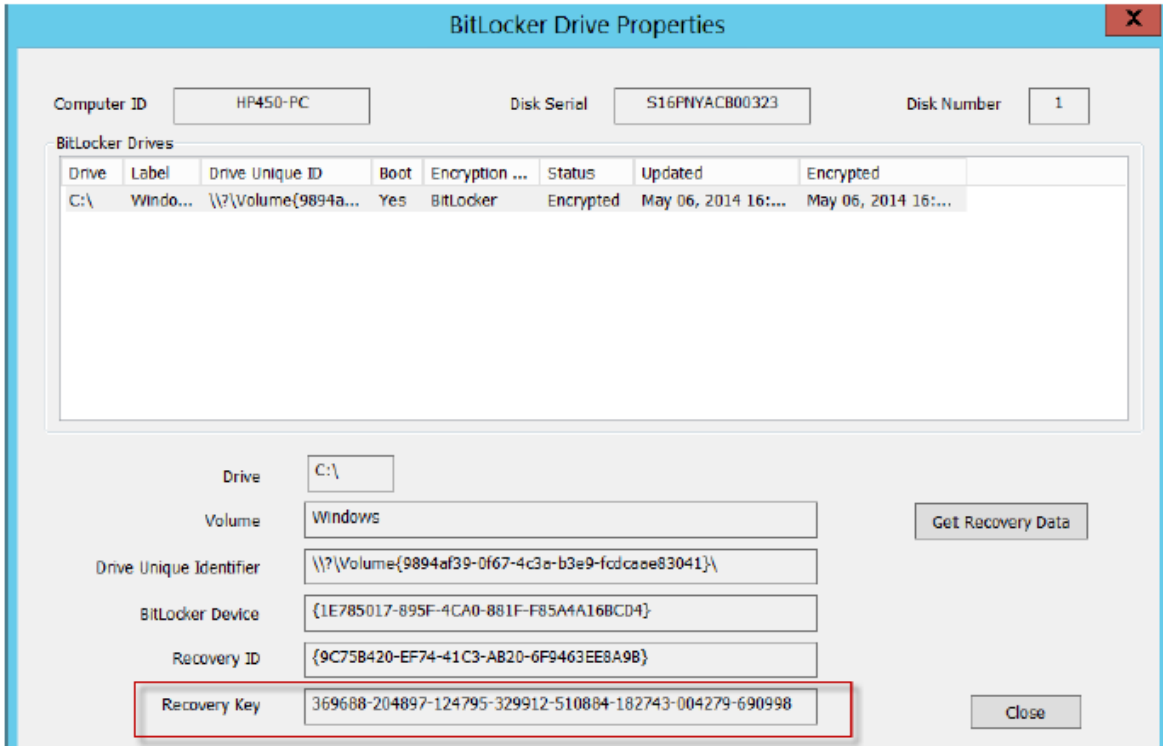
3. In SDRecovery, select the drive and click “Unlock”. You will be presented with a screen to log into the key file you exported in the previous step.

4. A prompt should now appear saying the drive was unlocked.

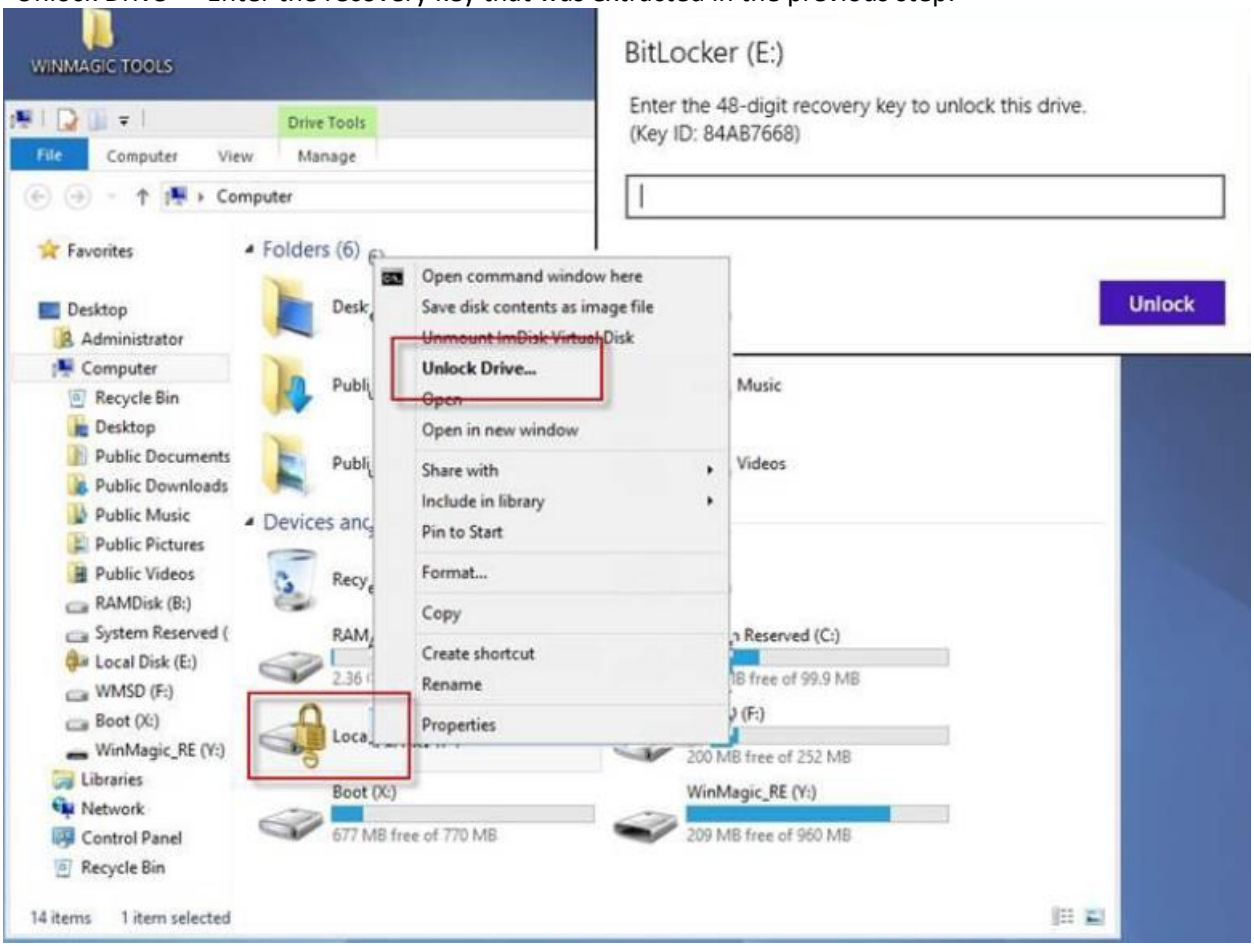
Unlock Bitlocker Encrypted Drive

1. Retrieve the Bitlocker recovery key from the SES console by double clicking on the target device and going to “Bitlocker Properties”:





2. While booted into WinPE, launch Windows Explorer and right click the encrypted drive > “Unlock Drive” > Enter the recovery key that was extracted in the previous step:



3. The drive should now be unlocked.