

Announcement: Remediating CrowdStrike Falcon Issue

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 your encrypted drive to access your data or perform CrowdStrike remediation steps, follow the instructions below based on your encryption type.

Identifying Your Encryption Type

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

Unlocking Instructions

1. **Boot into WinPE:**
 - Insert your WinPE bootable media and boot your system into WinPE.
2. **For Software Encryption:**
 - Open Command Prompt in WinPE.
 - Run the appropriate command for your software encryption to unlock the drive.
3. **For Hardware Encryption:**



- Follow the hardware encryption-specific instructions to unlock the drive within WinPE.
- 4. **For BitLocker Encryption:**
 - Retrieve the Bitlocker recovery key from the SES console by double-clicking on the target device and going to “Bitlocker Properties.”
 - 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.
 - The drive should now be unlocked.

If you encounter any issues or need further assistance, please contact our support team immediately at support@winmagic.com or 1.888.879.5879.

We are here to help you navigate through this situation and ensure your systems are back up and running as soon as possible.

More detailed information can be found here - <https://winmagic.com/download/addressing-crowdstrike-defect/>