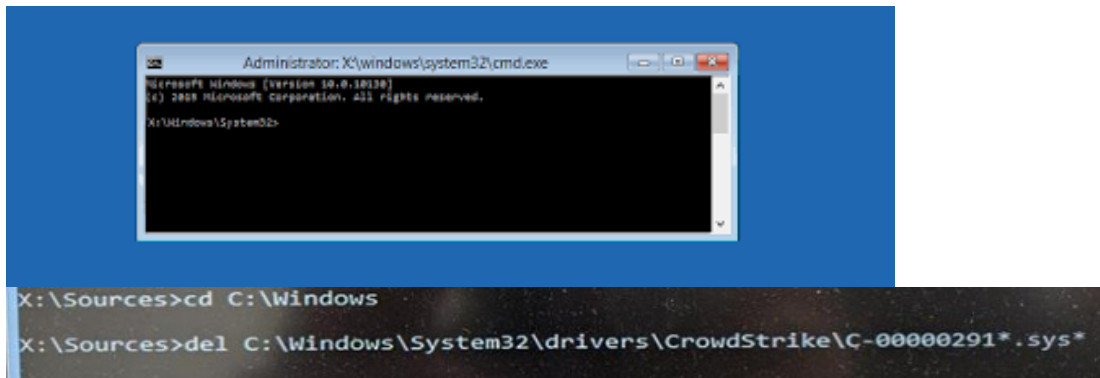After this Step the Machine may ask for a BITLOCKER recovery key. This key should be included in other documentation sent each one being unique to the individual computer.


```
X:\Sources>cd C:\Windows

X:\Sources>del C:\Windows\System32\drivers\CrowdStrike\C-00000291*.sys*
```

Enter the command as seen above and if no error is given exit the command prompt and boot into the computer normally.

If unable to follow the steps above, Please follow the steps below to boot into safe mode with networking.

☐

Startup Settings

Press a number to choose from the options below:

Use number keys or functions keys F1-F9.

1) Enable debugging
2) Enable boot logging
3) Enable low-resolution video
4) Enable Safe Mode
5) Enable Safe Mode with Networking
6) Enable Safe Mode with Command Prompt
7) Disable driver signature enforcement
8) Disable early launch anti-malware protection
9) Disable automatic restart after failure