

Removing locked memory.dmp files after successful remediation

Published Date: Jul 27, 2024

Symptoms

- Following successful remediation of the [Falcon content update BSoD](#), the memory dump file is locked by the CSFalcon service
- The following error may be experienced when attempting to remove it, following remediation:
 - *“The action can’t be completed because the file is open in CrowdStrike Falcon Sensor Service”*

Applies To

- Remediation efforts related to [Tech Alert | Windows crashes related to Falcon Sensor | 2024-07-19](#)

Resolution

- Either of the following solutions are recommended to release this lock, allowing the file to be removed:
 - Restart the host and try deleting again – restarting has been observed to release the sensor’s lock on the dump file
 - Perform a repair, upgrade, or downgrade of the sensor: this will restart CSFalconService.exe, releasing the lock – see [Repairing Falcon Windows Sensors](#)

Resolution

- After remediation is complete, the memory dump file (usually located at `C:\Windows\memory.dmp`) can safely be removed from the system