



# KB5042421: CrowdStrike issue impacting Windows endpoints causing an 0x50 or 0x7E error message on a blue screen

## ► Applies To

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For information about this issue with CrowdStrike on Windows servers, see [KB5042426](#).

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## Summary

Microsoft has identified an issue impacting Windows endpoints that are running the CrowdStrike Falcon agent. These endpoints might encounter error messages **0x50** or **0x7E** on a blue screen and experience a continual restarting state.

We have received reports of successful recovery from some customers attempting multiple restart operations on affected Windows endpoints.

We are working with [CrowdStrike](#) to provide the most up-to-date information available on this issue. Please check back for updates on this ongoing issue.

## Resolution

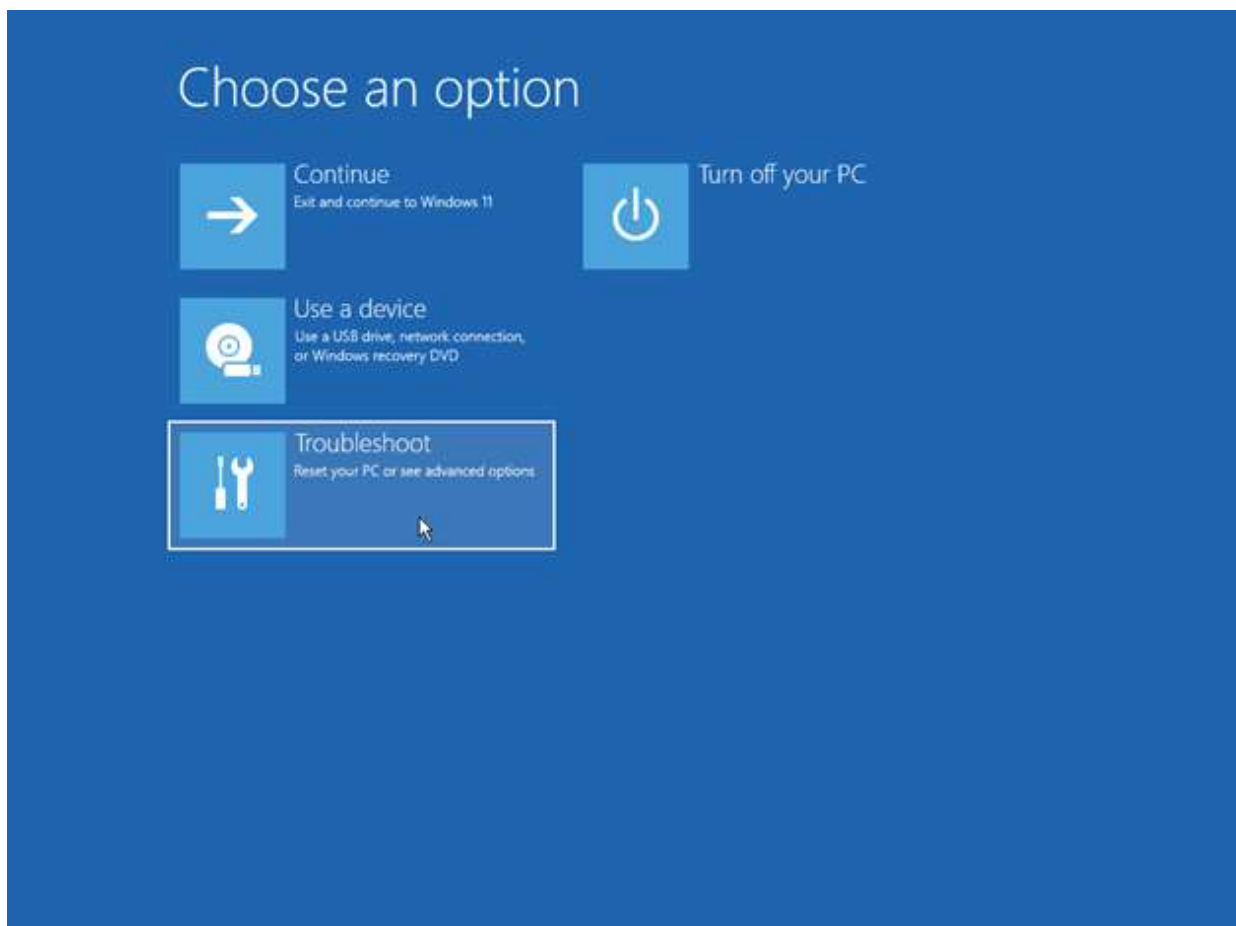
**Important:** We have released a USB tool to help automate this manual repair process. For more information, see [New recovery tool to help with CrowdStrike issue impacting Windows devices](#).

To resolve this issue, follow these instructions for your version of Windows.

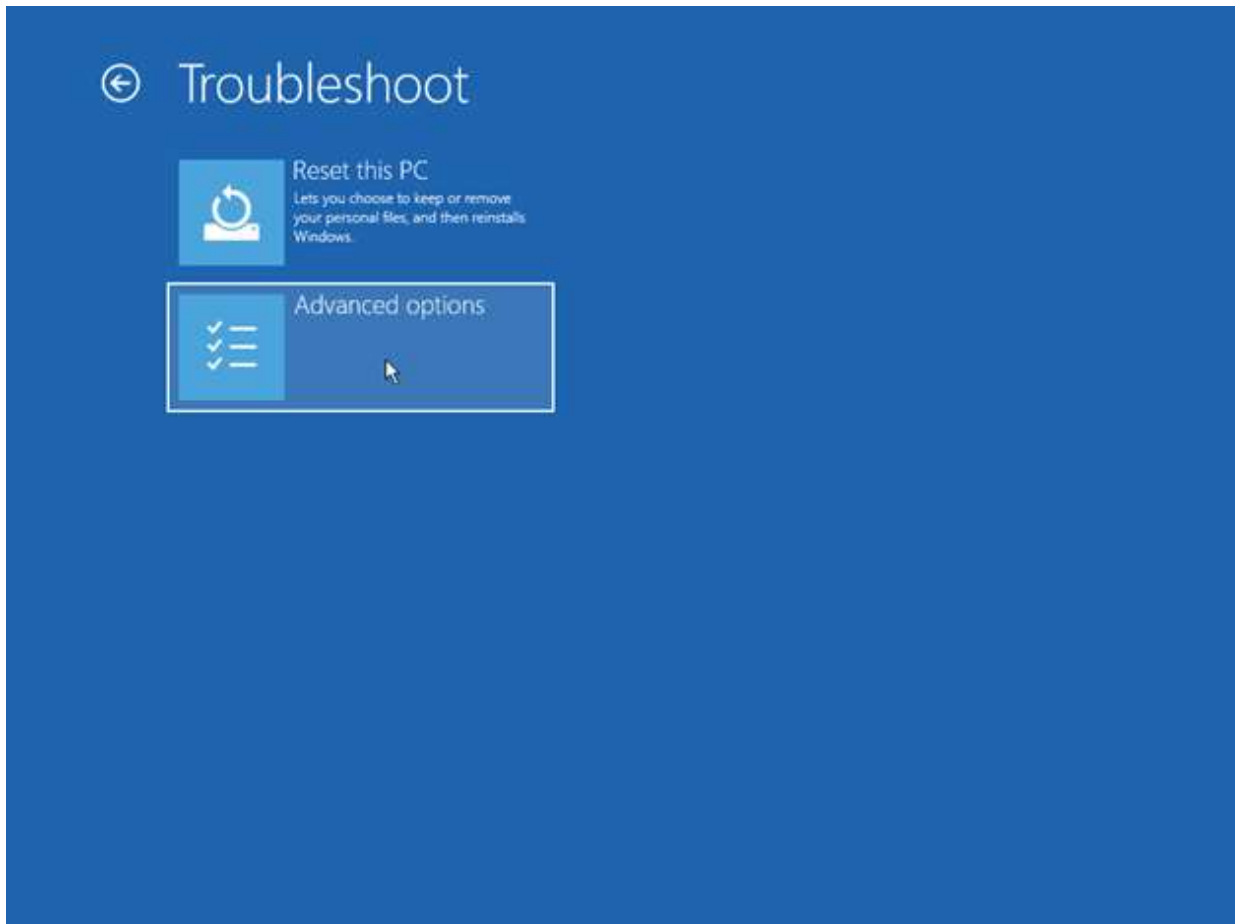
## Windows 11

## Windows 10

1. Hold the power button for 10 seconds to turn off your device and then press the power button again to turn on your device.
2. On the Windows sign-in screen, press and hold the **Shift** key while you select **Power** > **Restart**.
3. After your device restarts to the **Choose an option** screen, select **Troubleshoot**.



4. On the **Troubleshoot** screen, select **Advanced options** > **Startup Settings** > **Enable safe mode**.



5. Restart your device.

**Note** You may be asked to enter your [BitLocker recovery key](#). When the device restarts, continue pressing **F4** and then it will log you in to safe mode. Please note, for some devices, you need to press **F11** to log in through safe mode.

6. Once in safe mode, right-click **Start**, click **Run**, type **cmd** in the **Open** box, and then click **OK**.
7. If your system drive is different than C:\, type **C:** and then press **Enter**. This will switch you to the C:\ drive.
8. Type the following command and then press **Enter**:

```
CD C:\Windows\System32\drivers\CrowdStrike
```

**Note** In this example, **C** is your system drive. This will change to the **CrowdStrike** directory.

9. Once in the **CrowdStrike** directory, locate the file matching "C-00000291\*.sys". To do this, type the following command and then press **Enter**:

```
dir C-00000291*.sys
```

10. Permanently delete the file(s) found. To do this, type the following command and then press **Enter**.

```
del C-00000291*.sys
```

11. Manually search for any files that match "C-00000291\*.sys" and delete them.
12. Restart your device.

## Recovery methods

If you receive the Windows Recovery screen, use one of the following methods to recover your device.

### Method 1: Use Enable safe mode

#### Windows 11

#### Windows 10

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1. Hold the power button for 10 seconds to turn off your device and then press the power button again to turn on your device.
2. On the Windows sign-in screen, press and hold the **Shift** key while you select **Power > Restart**.
3. After your device restarts to the **Choose an option** screen, select **Troubleshoot > Advanced options > Startup Settings > Enable safe mode**. Then,

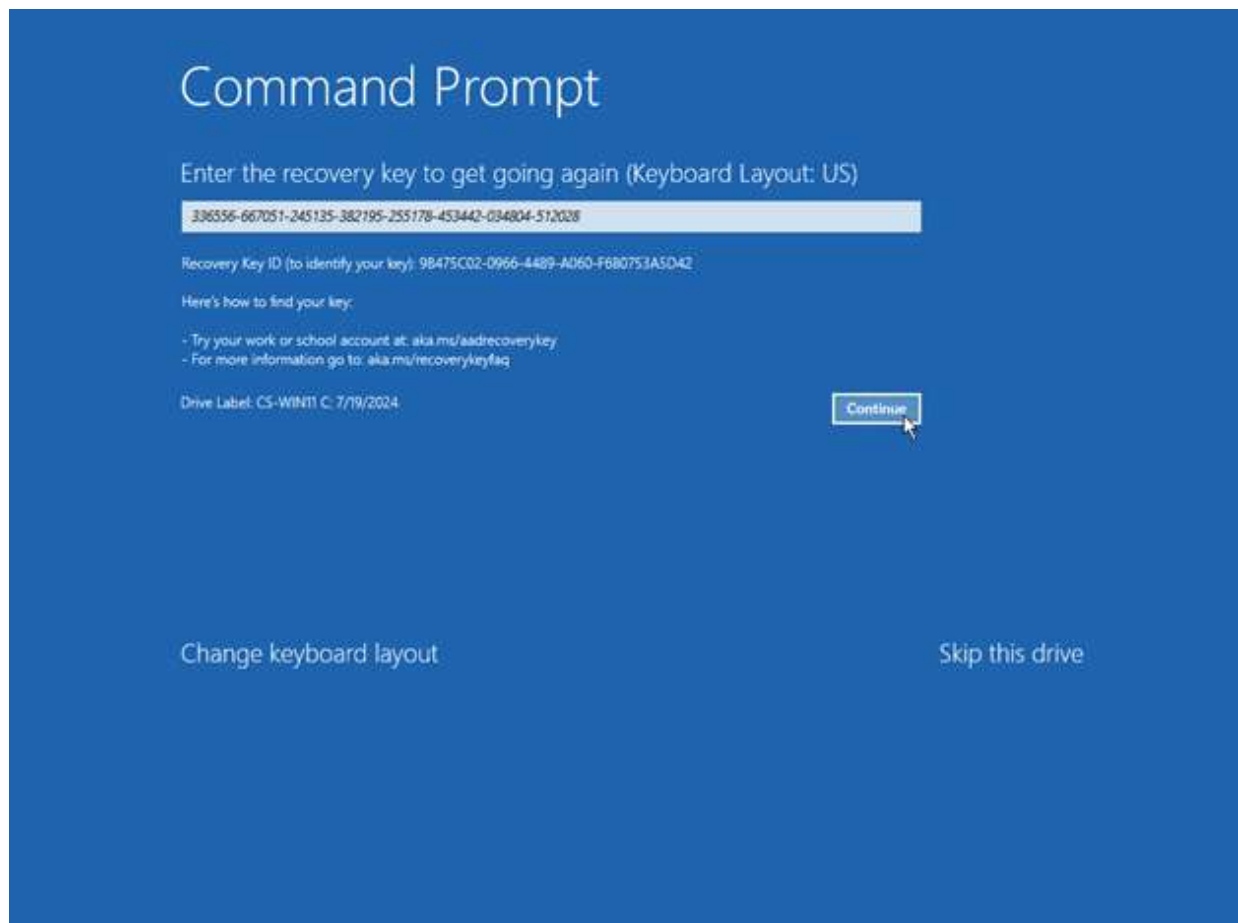
restart your device.

**Note** You might be asked to enter your [BitLocker recovery key](#). When the device restarts, continue pressing **F4** and then it will log you in to safe mode. Please note, for some devices, you need to press **F11** to log in through safe mode.

4. If the screen asks for a BitLocker recovery key, use your phone and log on to <https://aka.ms/aadrecoverykey>. Log on with your Email ID and domain account password to find the BitLocker recovery key associated with your device.

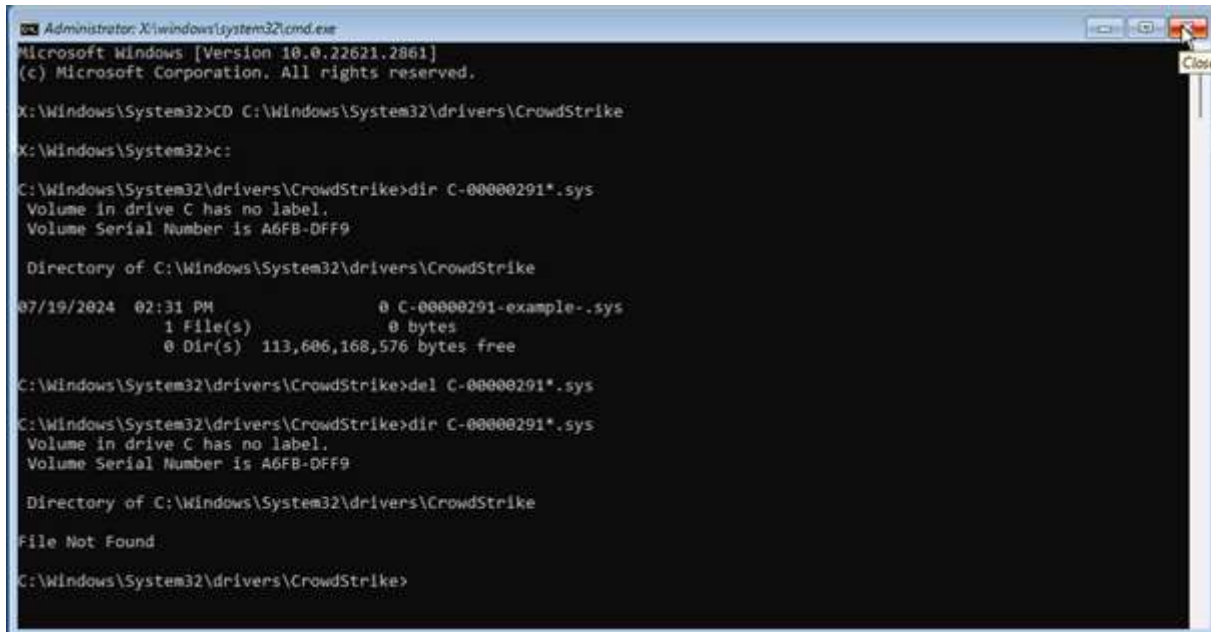
To locate your BitLocker recovery key, click **Manage Devices > View Bitlocker Keys > Show recovery key**.

5. Select the name of the device where you see the BitLocker prompt. In the expanded window, select **View BitLocker Keys**. Go back to your device and input the BitLocker key that you see on your phone or secondary device.



6. When the device restarts, continue pressing **F4** and then it will log you in to safe mode.

- Once in safe mode, right-click **Start**, click **Run**, type **cmd** in the **Open** box, and then click **OK**.



```
Administrator: X:\windows\system32\cmd.exe
Microsoft Windows [Version 10.0.22621.2861]
(c) Microsoft Corporation. All rights reserved.

X:\Windows\System32>CD C:\Windows\System32\drivers\CrowdStrike
X:\Windows\System32>c:

C:\Windows\System32\drivers\CrowdStrike>dir C-00000291*.sys
Volume in drive C has no label.
Volume Serial Number is A6FB-0FF9

Directory of C:\Windows\System32\drivers\CrowdStrike

07/19/2024  02:31 PM                0 C-00000291-example-.sys
               1 File(s)                  0 bytes
               0 Dir(s) 113,606,168,576 bytes free

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

C:\Windows\System32\drivers\CrowdStrike>dir C-00000291*.sys
Volume in drive C has no label.
Volume Serial Number is A6FB-0FF9

Directory of C:\Windows\System32\drivers\CrowdStrike

File Not Found

C:\Windows\System32\drivers\CrowdStrike>
```

- If your system drive is different than C:\, type **C:** and then press **Enter**. This will switch you to the C:\ drive.
- Type the following command and then press **Enter**:

**Tip:** `CD C:\Windows\System32\drivers\CrowdStrike`

**Note** In this example, C is your system drive. This will change to the **CrowdStrike** directory.

- Once in the **CrowdStrike** directory, locate the file matching "C-00000291\*.sys". To do this, type the following command and then press **Enter**:

```
dir C-00000291*.sys
```

- Permanently delete the file(s) found. To do this, type the following command and then press **Enter**.

```
del C-00000291*.sys
```

12. Manually search for any files that match "C-00000291\*.sys" and delete them.

13. Restart your device.

## Method 2: Use System Restore

### Windows 11

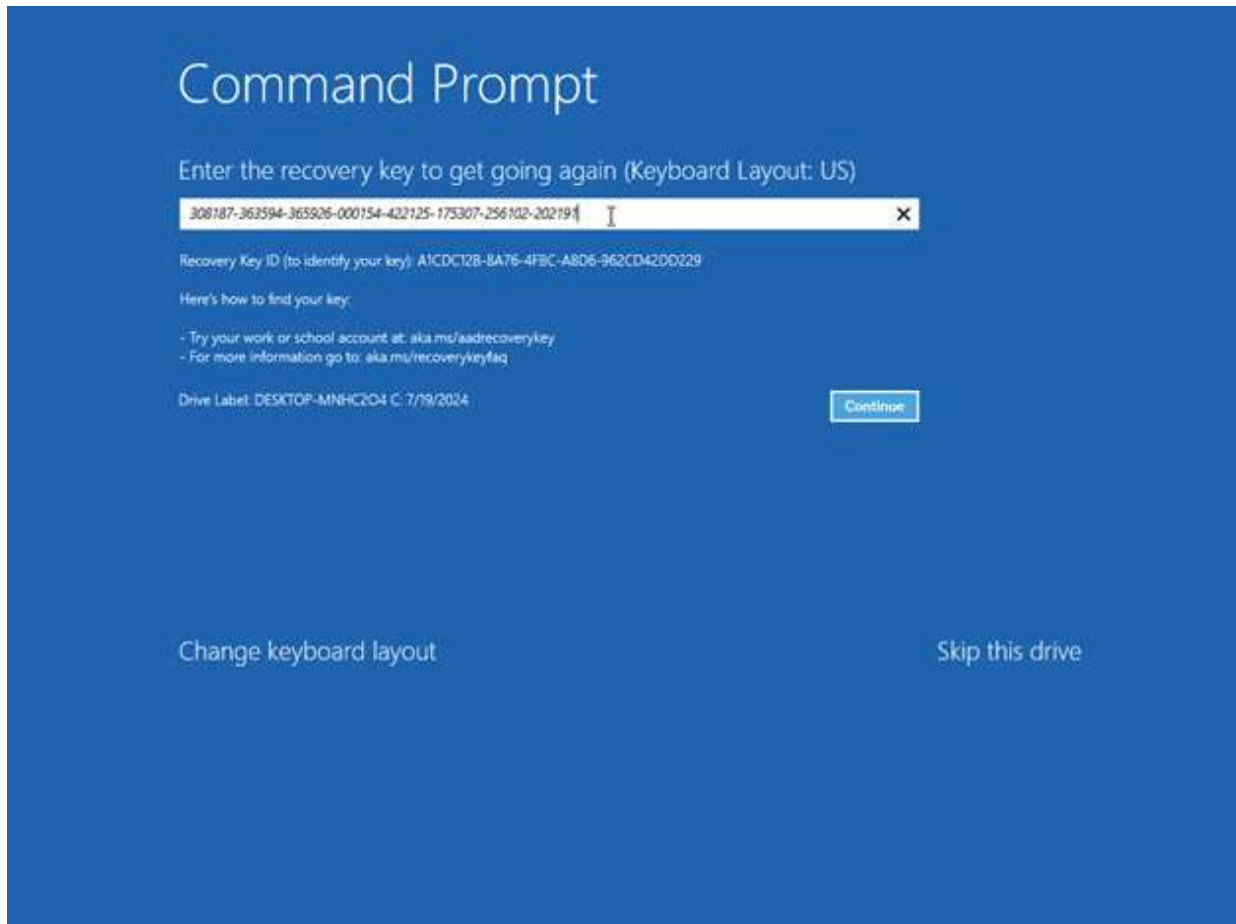
### Windows 10

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1. Hold the power button for 10 seconds to turn off your device and then press the power button again to turn on your device.
2. On the Windows sign-in screen, press and hold the **Shift** key while you select **Power > Restart**.
3. After your device restarts to the **Choose an option** screen, select **Troubleshoot > Advanced options > System Restore**.
4. If the screen asks for a BitLocker recovery key, use your phone and log on to <https://aka.ms/aadrecoverykey>. Login with your email id and domain account password to find the bit locker recovery key associated with your device.

To locate your BitLocker recovery key, click **Manage Devices > View Bitlocker Keys > Show recovery key**.

5. Select the name of the device where you see the BitLocker prompt. In the expanded window, select **View BitLocker Keys**. Go back to your device and input the BitLocker key that you see on your phone or secondary device.



6. Click **Next** on System Restore.
7. Select the **Restore** option in the list, click **Next**, and then click **Finish**.
8. Click **Yes** to confirm the restore.

**Note** This will perform just the Windows system restore and personal data should not be impacted. This process might take up to 15 minutes to complete.

## Contact CrowdStrike

If after following the above steps, if you still experience issues logging into your device, please reach out to [CrowdStrike](#) for additional assistance.

## References