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

Windows 11, Windows 10

Summary

For information about this issue with CrowdStrike on Windows servers, see KB5042426.

## 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

see New Recovery Tool to help with CrowdStrike issue impacting Windows endpoints.

Important: We have released a USB tool to help automate this manual repair process. For more information,

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

Windows 11

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.

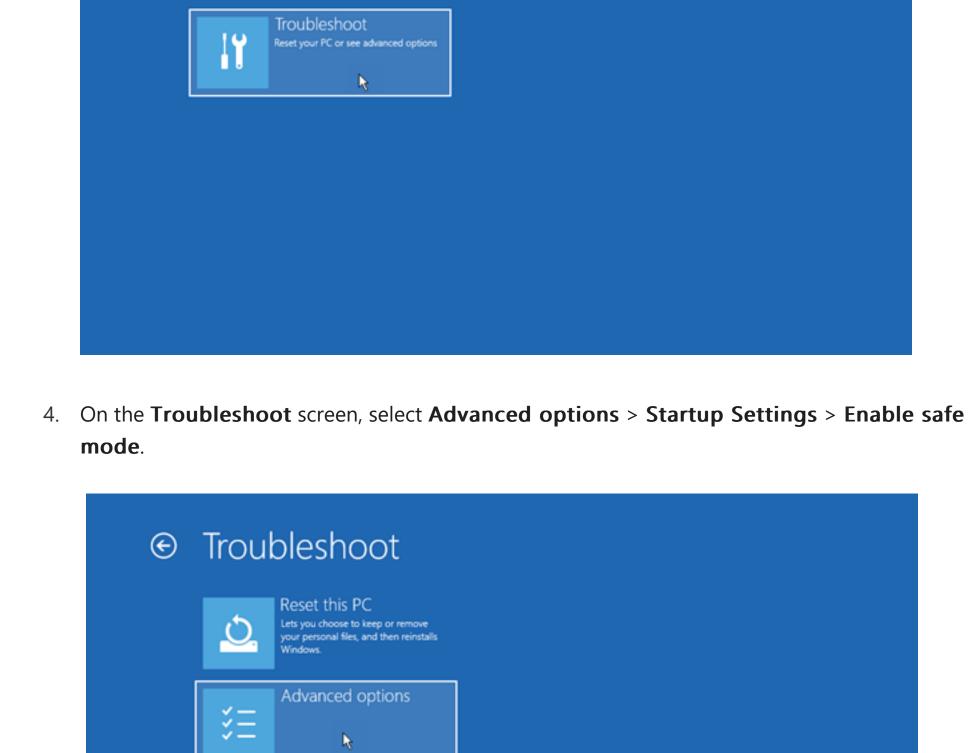
Windows 10

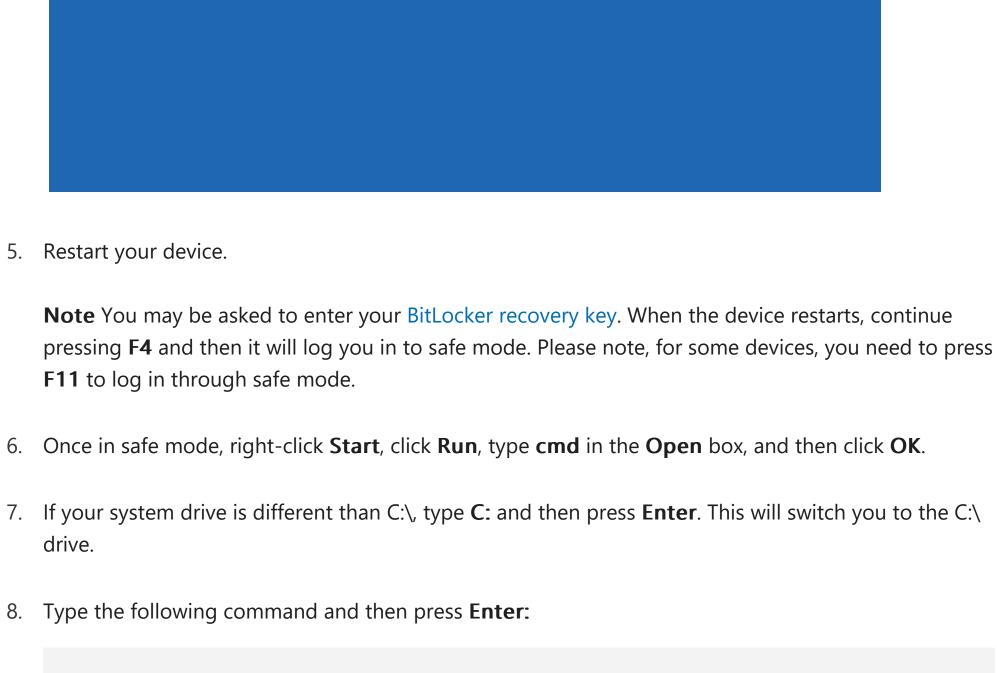
2. On the Windows sign-in screen, press and hold the **Shift** key while you select **Power** > **Restart**. 3. After your device restarts to the **Choose an option** screen, select **Troubleshoot**.

Choose an option

Turn off your PC

Use a device





CD C:\Windows\System32\drivers\CrowdStrike

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

following command and then press **Enter**:

del C-00000291\*.sys

12. Restart your device.

Method 1: Use Enable safe mode

Windows 11

Windows 10

**F11** to log in through safe mode.

recovery key.

phone or secondary device.

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

dir C-00000291\*.sys

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

9. Once in the **CrowdStrike** directory, locate the file matching "C-00000291\*.sys". To do this, type the

Recovery methods

1. Hold the power button for 10 seconds to turn off your device and thenpress the power button again

3. After your device restarts to the **Choose an option** screen, select **Troubleshoot** > **Advanced** 

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

to turn on your device. 2. On the Windows sign-in screen, press and hold the **Shift** key while you select **Power > Restart**.

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

4. If the screen asks for a BitLocker recovery key, use your phone and log

find the BitLocker recovery key associated with your device.

**Command Prompt** 

Change keyboard layout

Enter the recovery key to get going again (Keyboard Layout: US)

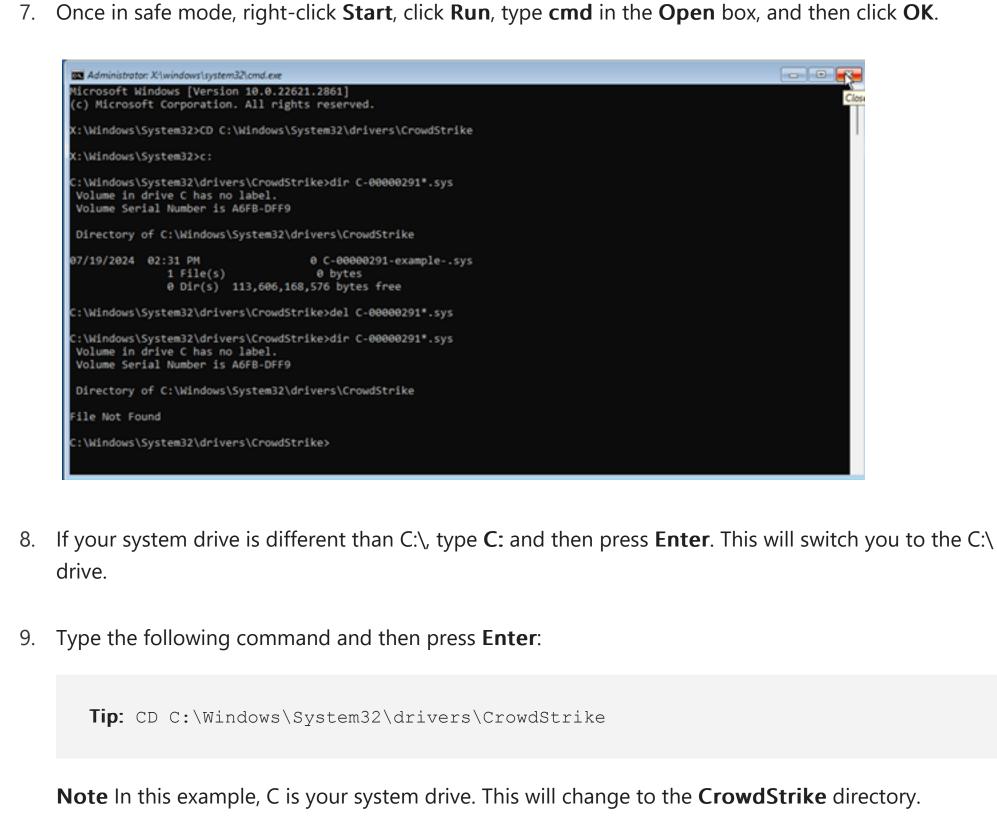
5. Select the name of the device where you see the BitLocker prompt. In the expanded window, select View BitLocker Keys. Go back to your device and input the BitLocker key that you see on your

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

on to https://aka.ms/aadrecoverykey. Log on with your Email ID and domain account password to

336556-667051-245135-382195-255178-453442-034804-512028 Recovery Key ID (to identify your key): 98475C02-0966-4489-A060-F680753A5D42 Try your work or school account at: aka.ms/aadrecoverykey - For more information go to: aka.ms/recoverykeyfaq Drive Label: CS-WIN11 C: 7/19/2024

Skip this drive



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

11. Permanently delete the file(s) found. To do this, type the following command and then press **Enter**. del C-00000291\*.sys

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** 

to https://aka.ms/aadrecoverykey. Login with your email id and domain account password to find the

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

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View BitLocker Keys. Go back to your device and input the BitLocker key that you see on your

Skip this drive

4. If the screen asks for a BitLocker recovery key, use your phone and log on

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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.

bit locker recovery key associated with your device.

Windows 10

options > System Restore.

following command and then press **Enter**:

dir C-00000291\*.sys

13. Restart your device.

Windows 11

Method 2: Use System Restore

phone or secondary device. Command Prompt

recovery key.

7. Select the **Restore** option in the list, click **Next**, and then click **Finish**.

This process might take up to 15 minutes to complete.

Enter the recovery key to get going again (Keyboard Layout: US)

308187-363594-365926-000154-422125-175307-256102-202191

Try your work or school account at: aka.ms/aadrecoverykey

Drive Label: DESKTOP-MNHC2O4 C: 7/19/2024

Change keyboard layout

6. Click **Next** on System Restore.

8. Click **Yes** to confirm the restore.

Recovery Key ID (to identify your key): A1CDC12B-8A76-4FBC-A8D6-962CD42DD229

**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.

**Note** This will perform just the Windows system restore and personal data should not be impacted.

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Start your PC in safe mode in Windows

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