

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

Windows 11, Windows 10

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

## 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.

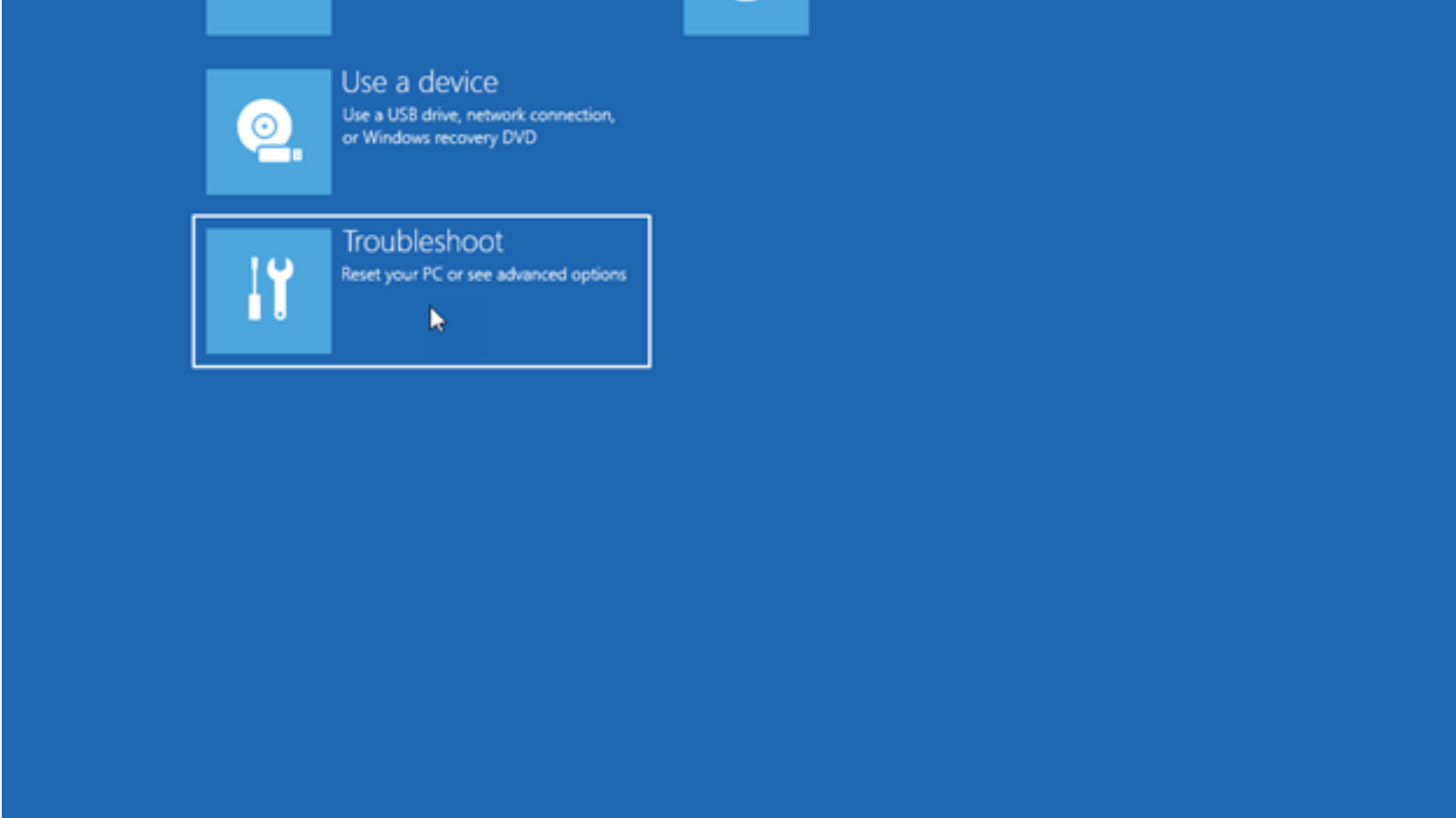
## Resolution

**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 endpoints](#).

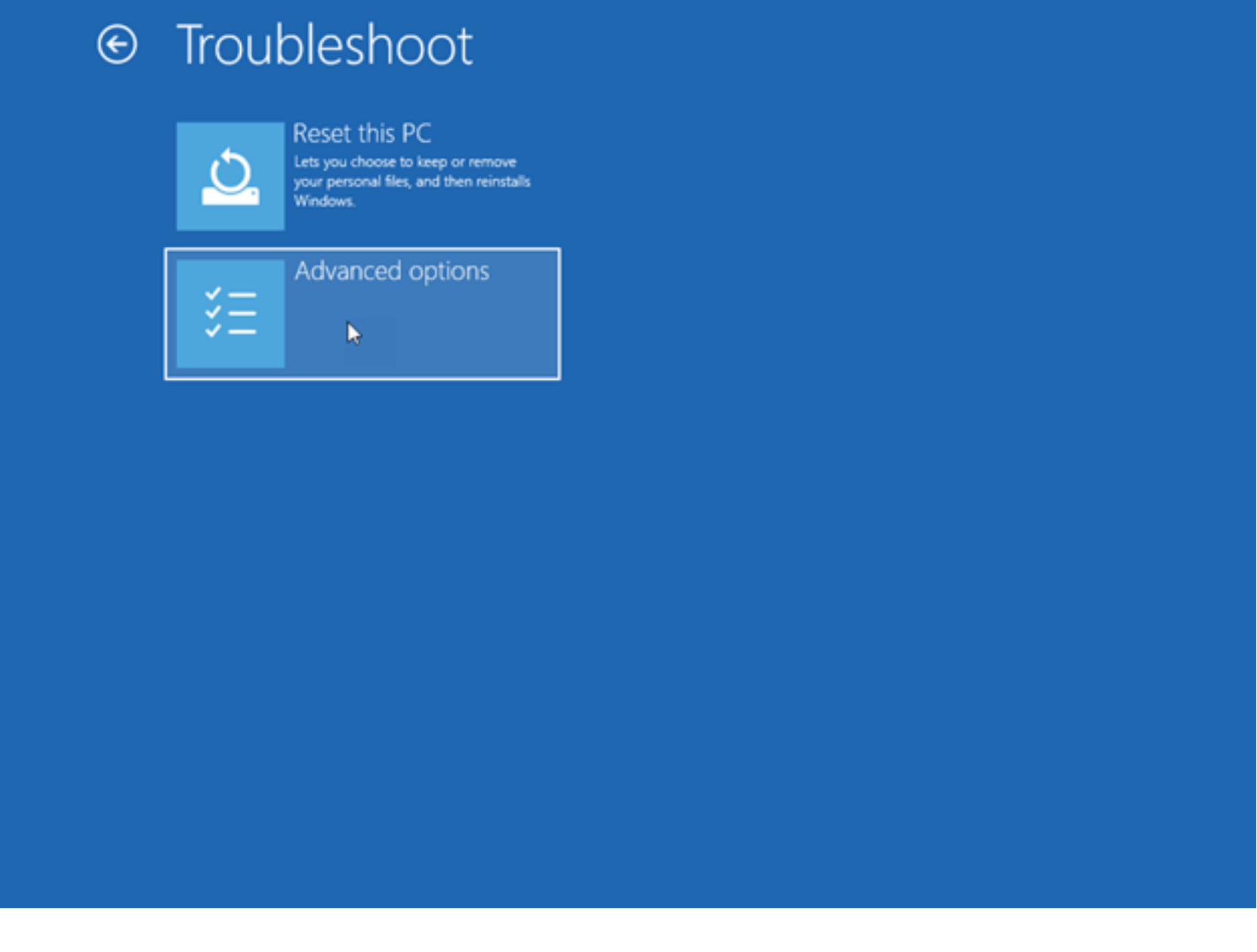
To resolve this issue, follow these instructions for your version of Windows.

### Windows 11Windows 10

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



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



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

- Type in 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.

- 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
```

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

- 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 11Windows 10

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

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

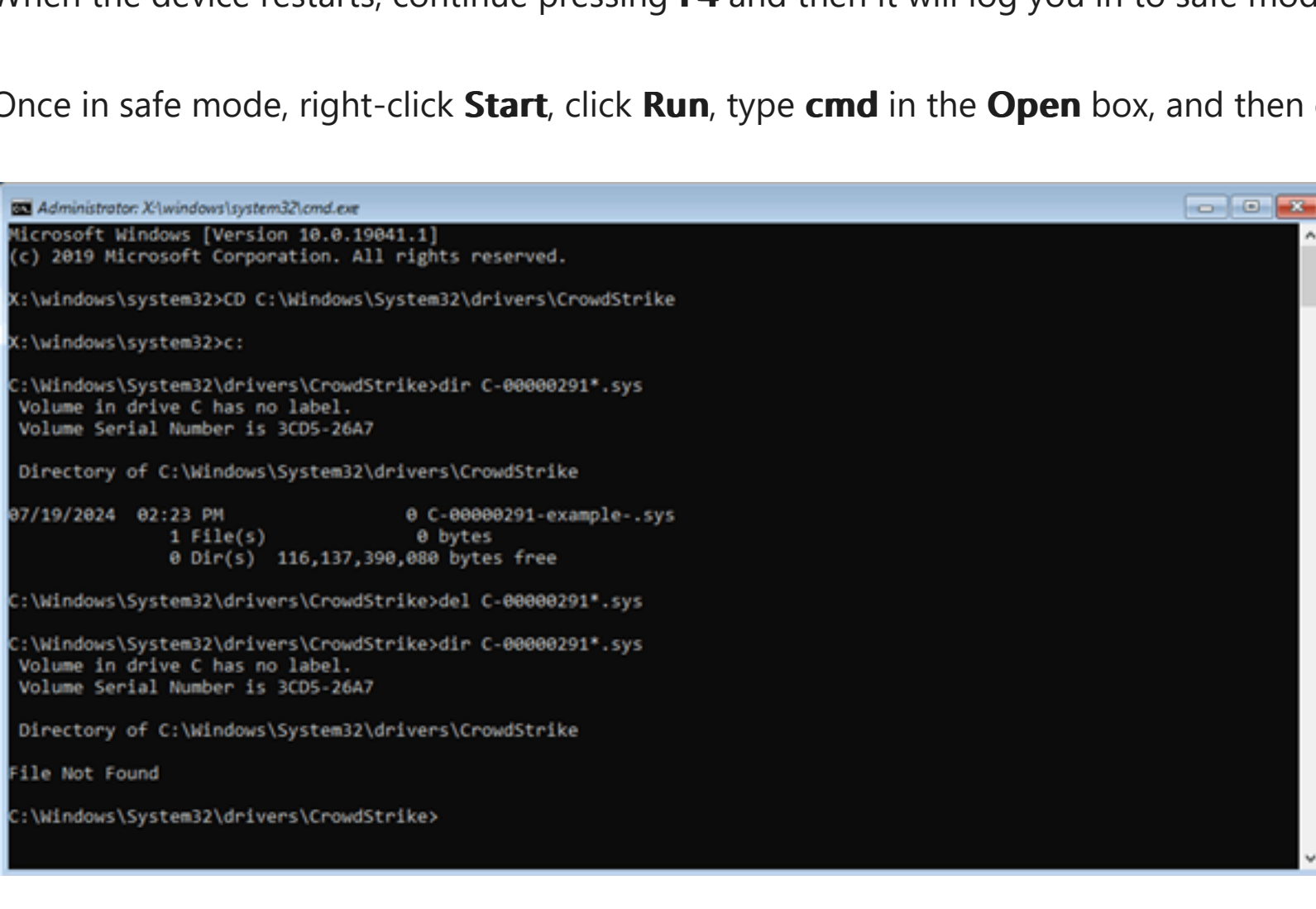
- If the screen asks for a BitLocker recovery key, then use your phone and log on to <https://aka.ms/aadrecoverykey>. Log on with your Email ID and domain account password to find the bit locker recovery key associated with your device.

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

- 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.

- 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**.



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

- Type in 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
```

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

- Restart your device.

### Method 2: Use System Restore

#### Windows 11Windows 10

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

- If the screen asks for a BitLocker recovery key, use your phone and log on to <https://aka.ms/aadrecoverykey>. Log in 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**.

- 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.

- Click **Next** on System Restore.

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

- 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.

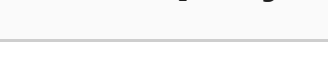
## Contact CrowdStrike

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

## References

[Start your PC in safe mode in Windows](#)

### Third-party information disclaimer



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