KB5042426: CrowdStrike issue impacting Windows servers causing an 0x50 or 0x7E error message on a blue screen

Windows Server 2016, Windows Server 2019, Windows Server 2022, More...

For information about this issue with CrowdStrike on Windows endpoints (clients), see KB5042421.

Microsoft has identified an issue impacting Windows Servers hosted on-premises that are running the

Summary

CrowdStrike Falcon agent. These servers 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 servers.

We are working with CrowdStrike to help provide customers with the most up-to-date remediation steps to

resolve this issue. Please check back for updates on this ongoing issue.

Resolution

see New recovery tool to help with CrowdStrike issue impacting Windows devices.

To resolve this issue, follow these instructions for your Windows server environment. **Physical servers Hyper-V hosts**

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

IMPORTANT To complete the following steps, you must have a recovery image saved on a DVD.

Win2019

Boot from CD

Key Storage Drive disabled

4 Virtual processors

Memory Memory

4096 MB Processor

Security

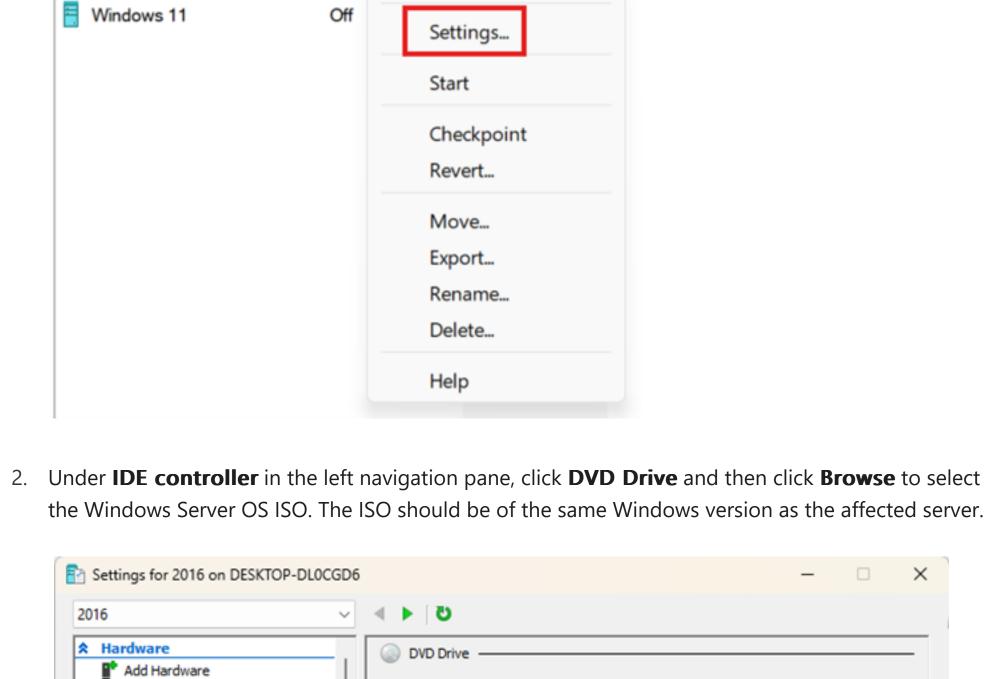
1. Power off the affected server from the Hyper-V Management console. Right-click the VM and then click **Settings**.

Off

To mitigate this issue on VMs hosted on Hyper-V hosts, follow these steps:

Virtual Machines CPU Usage Name State 2016 Off

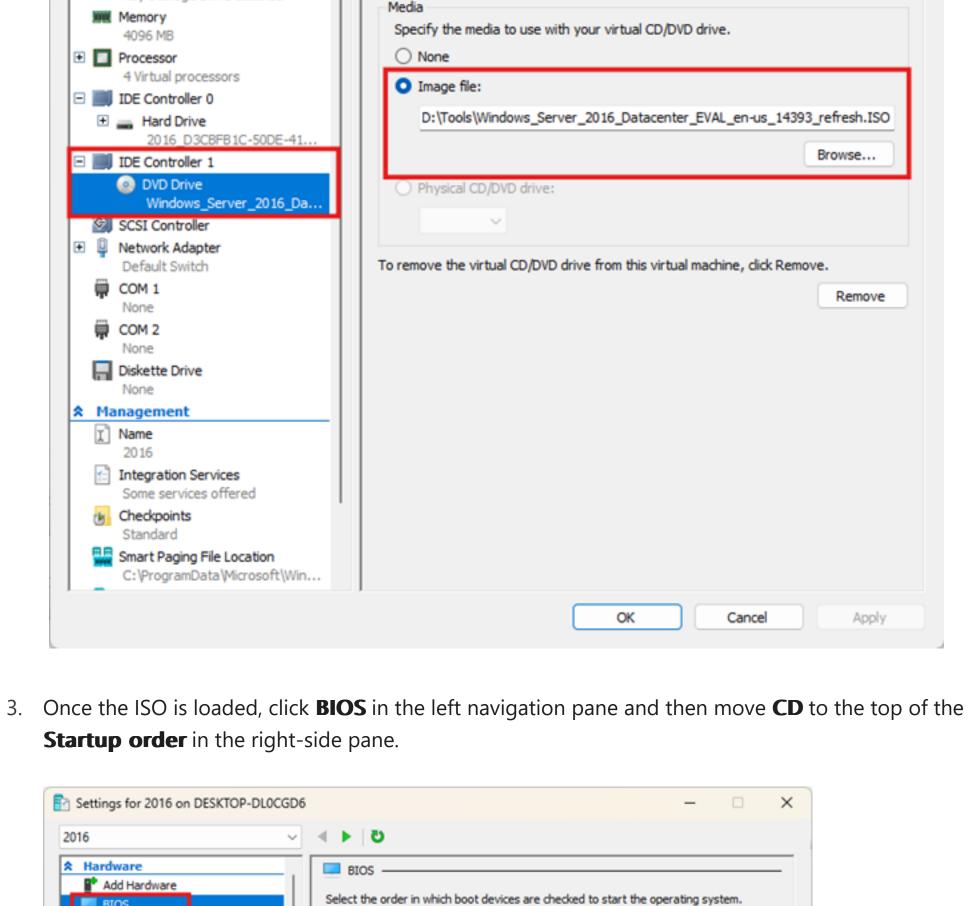
Connect...



IDE Controller 1 0 (in use) Key Storage Drive disabled Memory Specify the media to use with your virtual CD/DVD drive. 4096 MB

Select the controller and location on the controller to attach the CD/DVD drive.

×



Hard Drive 2016_D3CBFB1C-50DE-41... IDE Controller 1 DVD Drive

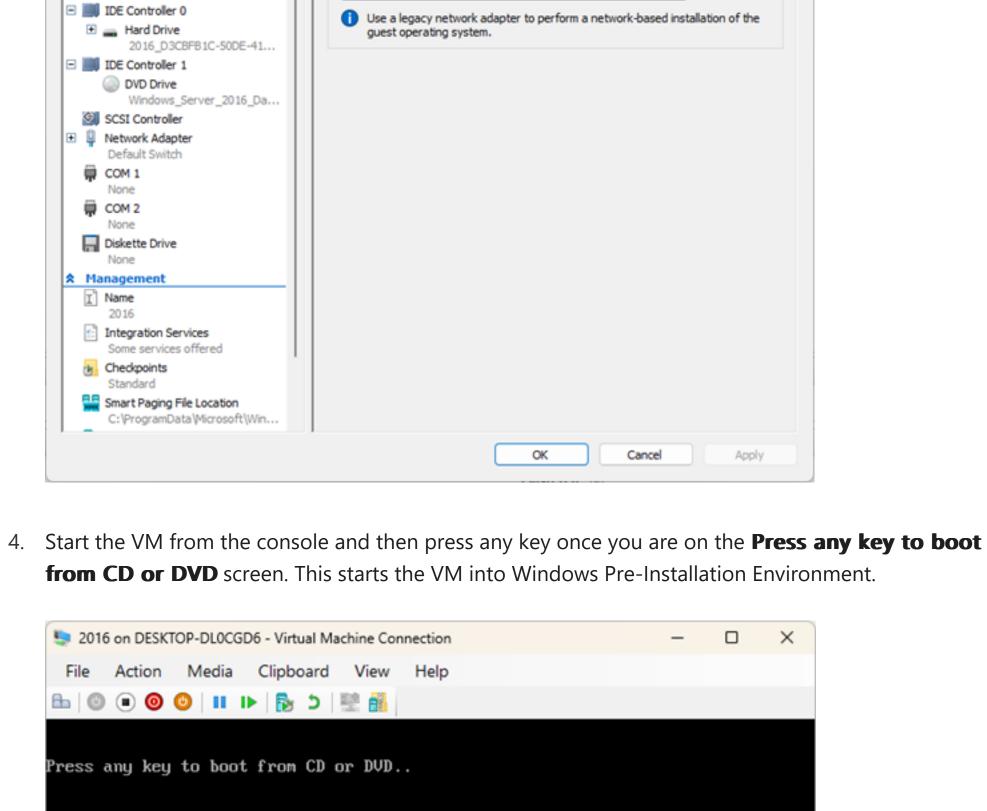
IDE

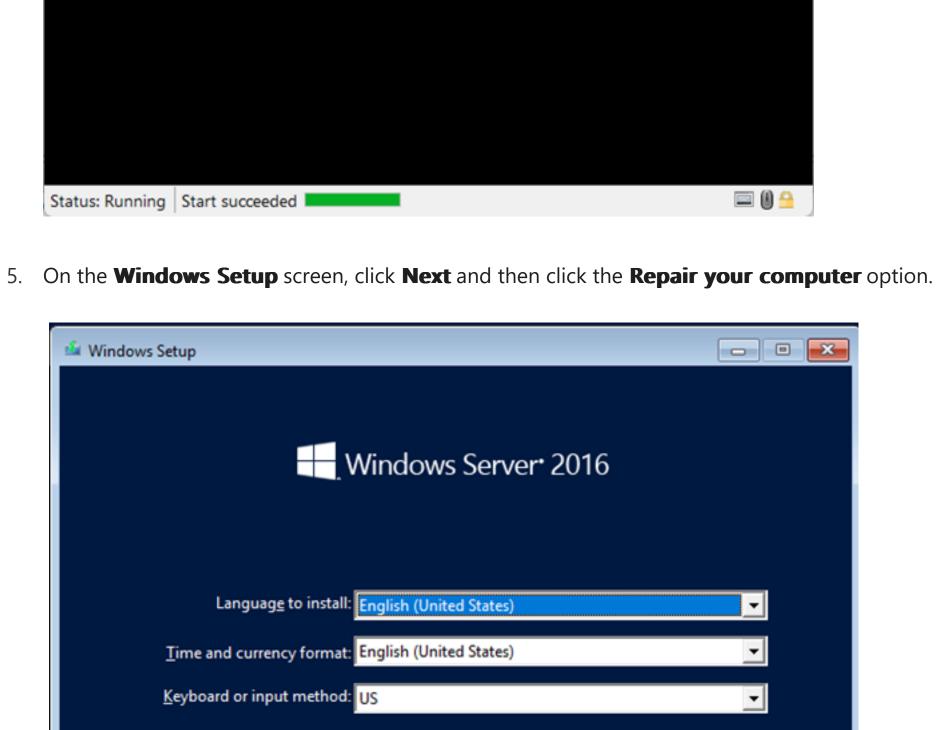
Floppy

Legacy Network adapter

Move Up

Move Down

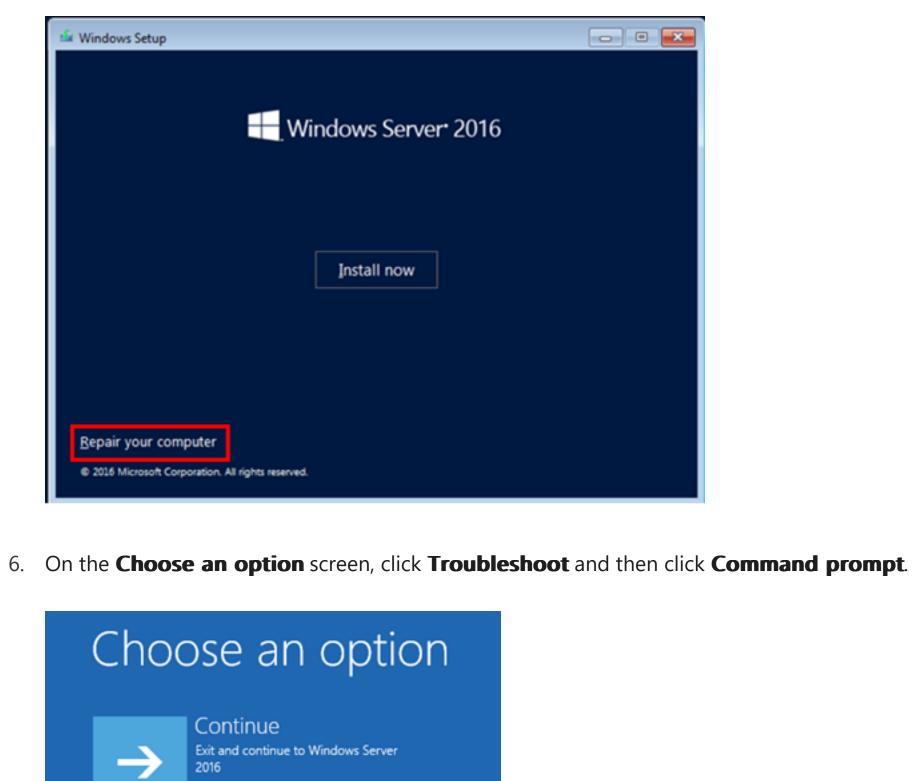




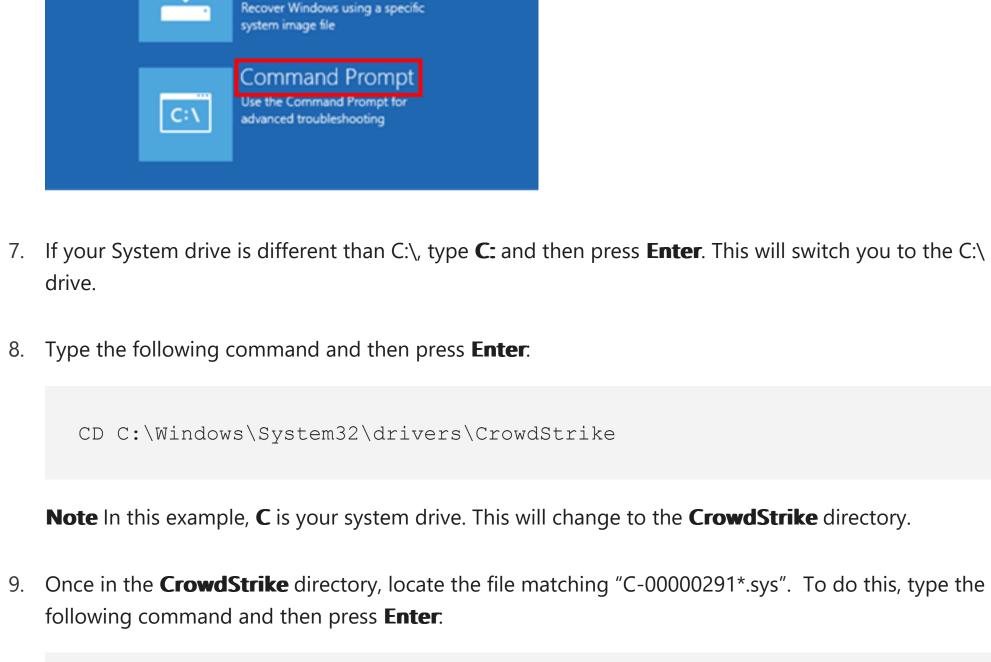
Enter your language and other preferences and click "Next" to continue.

© 2016 Microsoft Corporation. All rights reserved.

<u>N</u>ext



Advanced options System Image



dir C-00000291*.sys

del C-00000291*.sys

11. Restart your device.

References

to CrowdStrike for additional assistance.

or reliability of these products.

contact information.

Microsoft 365

What's new

Surface Pro

Surface Laptop

Surface Laptop Studio 2

Explore Microsoft products

English (United States)

Surface Laptop Go 3

Microsoft Copilot

Windows 11 apps

Al in Windows

subscription benefits

Troubleshoot

Turn off your PC

Reset your PC or see advanced options

Contact CrowdStrike

If after following the above steps, if you still experience issues logging into your device, please reach out

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

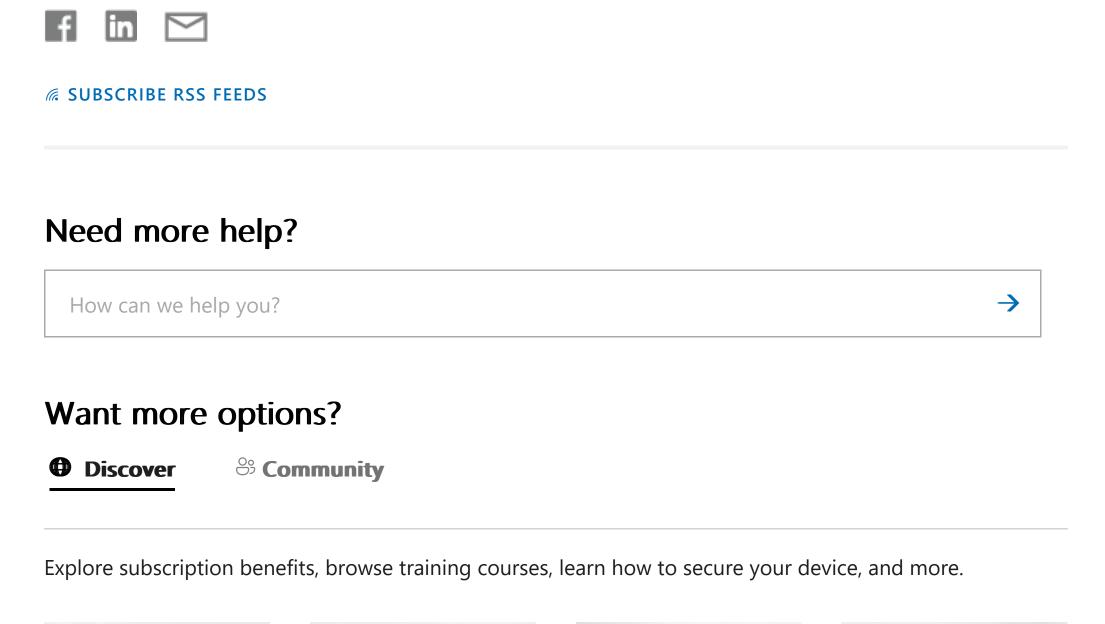
Third-party information disclaimer \wedge

The third-party products that this article discusses are manufactured by companies that are

We provide third-party contact information to help you find technical support. This contact

information may change without notice. We do not guarantee the accuracy of this third-party

independent of Microsoft. We make no warranty, implied or otherwise, about the performance



Microsoft 365 training

Microsoft Store support

Returns

Order tracking

Certified Refurbished

Flexible Payments

Your Privacy Choices

Microsoft Store Promise

Was this information helpful? No Yes **Microsoft Store Developer & IT Education Business** Account profile Microsoft in education Microsoft Cloud Azure **Download Center** Devices for education Microsoft Security

Microsoft Teams for Education

Microsoft 365 Education

How to buy for your school

Educator training and development

Sitemap

Deals for students and parents

Azure for students

Consumer Health Privacy

Dynamics 365

Microsoft 365

Microsoft Teams

Small Business

Contact Microsoft

Microsoft Power Platform

Copilot for Microsoft 365

Privacy

Terms of use

Microsoft security

Accessibility center

Careers **Developer Center** About Microsoft Documentation Company news Microsoft Learn Privacy at Microsoft Microsoft Tech Community Investors Azure Marketplace Diversity and inclusion AppSource Accessibility

Recycling

Visual Studio

Safety & eco

Company

Sustainability

About our ads

© Microsoft 2024