

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](#).

Summary

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

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 Windows server environment.

Hyper-V hosts Physical servers

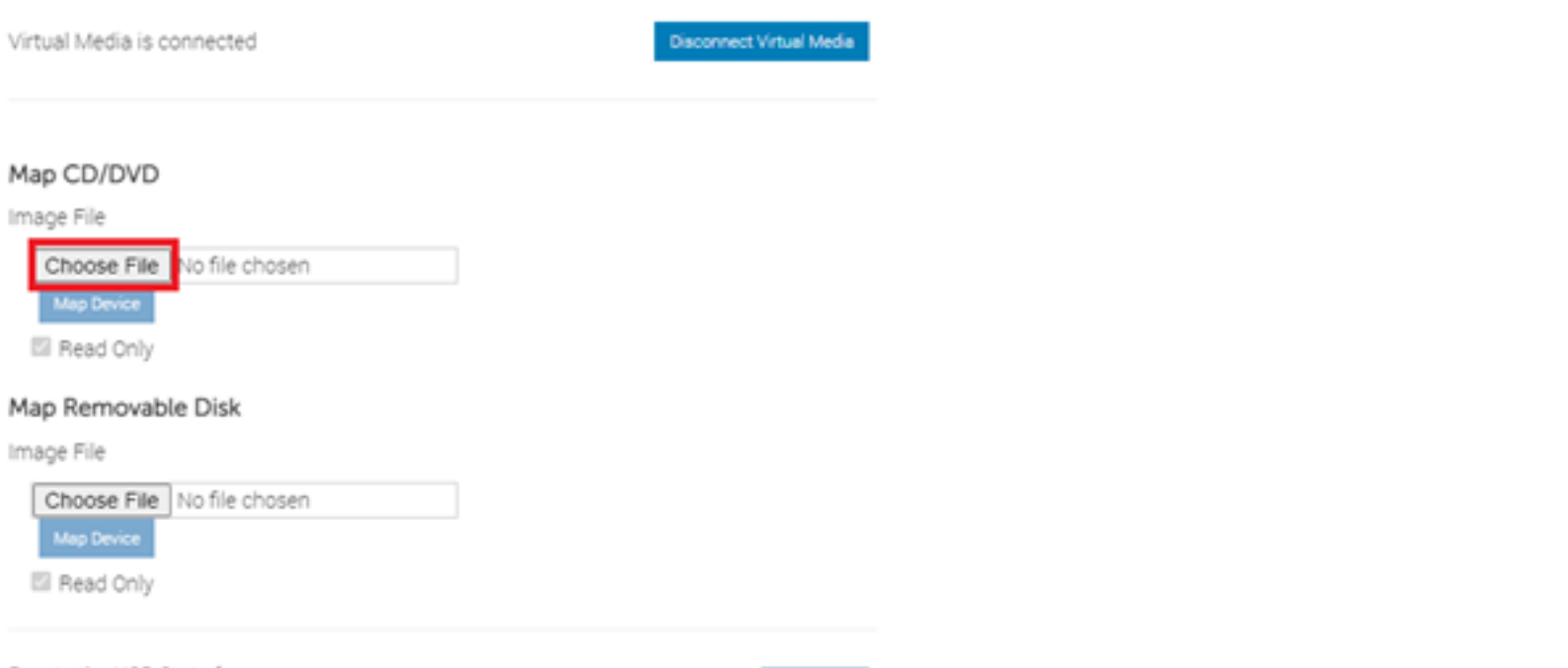
To resolve this issue on Physical servers, follow the steps in the following methods.

In the following methods, we use the Dell iDRAC remote management console. For example, access the Remote Management Interface for the affected server. This might be different for each vendor depending on the OEM (such as iLO for HP, iDRAC for Dell, CIMC for Cisco).

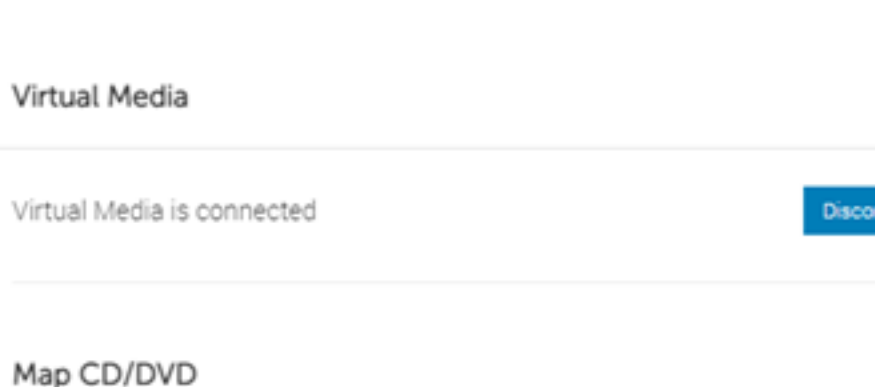
Navigate to the section of the interface that allows you to start the remote console or virtual console.

Method 1: Mounting the ISO from Remote Console

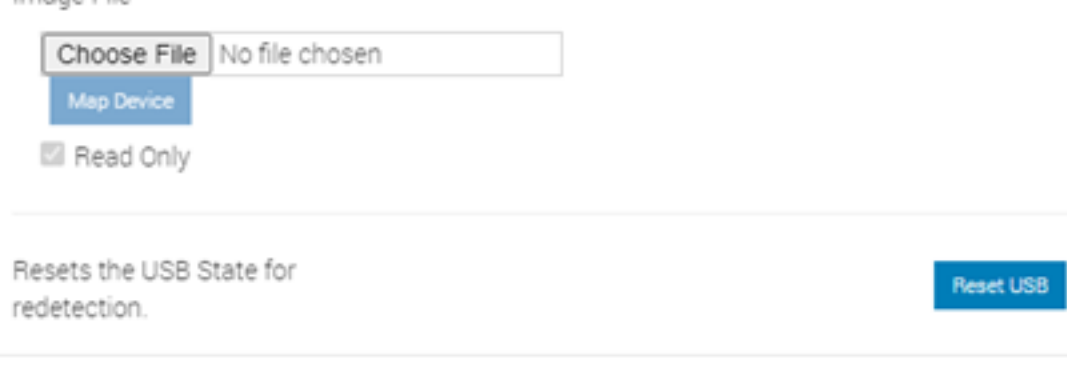
- Navigate to **Virtual Media** in the **Remote Console** section of the management console.
- Locate the option for mounting an ISO or inserting virtual media. This option might be labeled as **Virtual Media**, **Virtual DVD**, or so on.



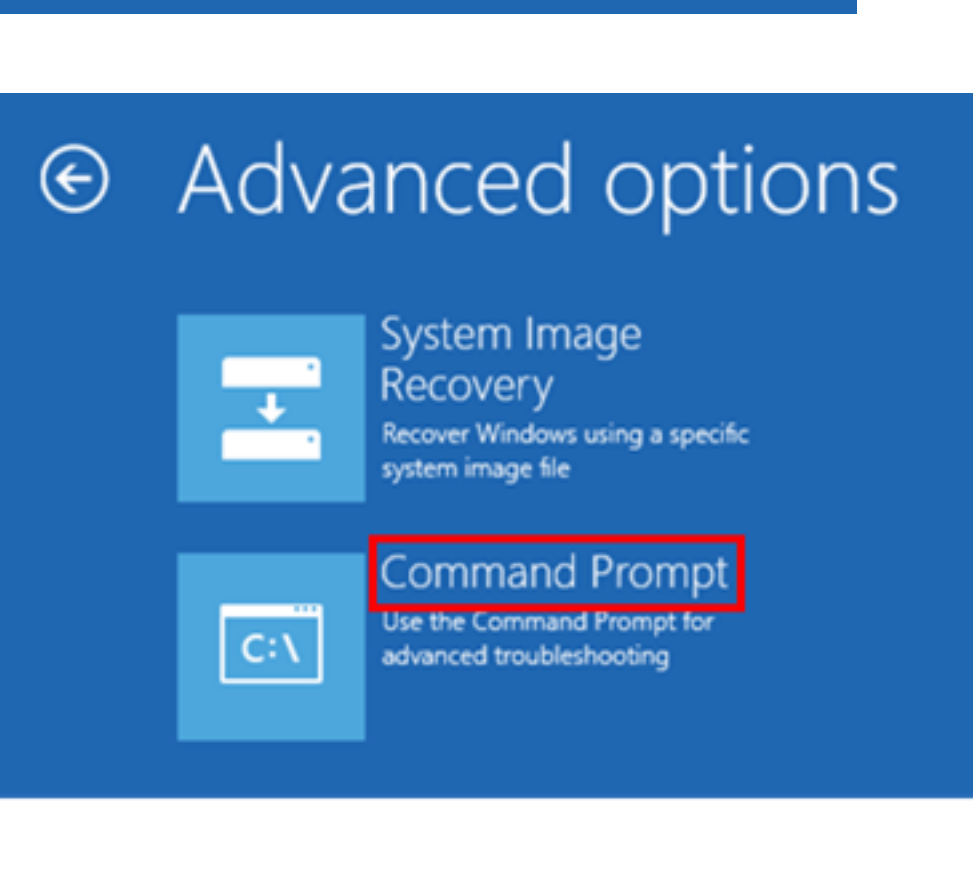
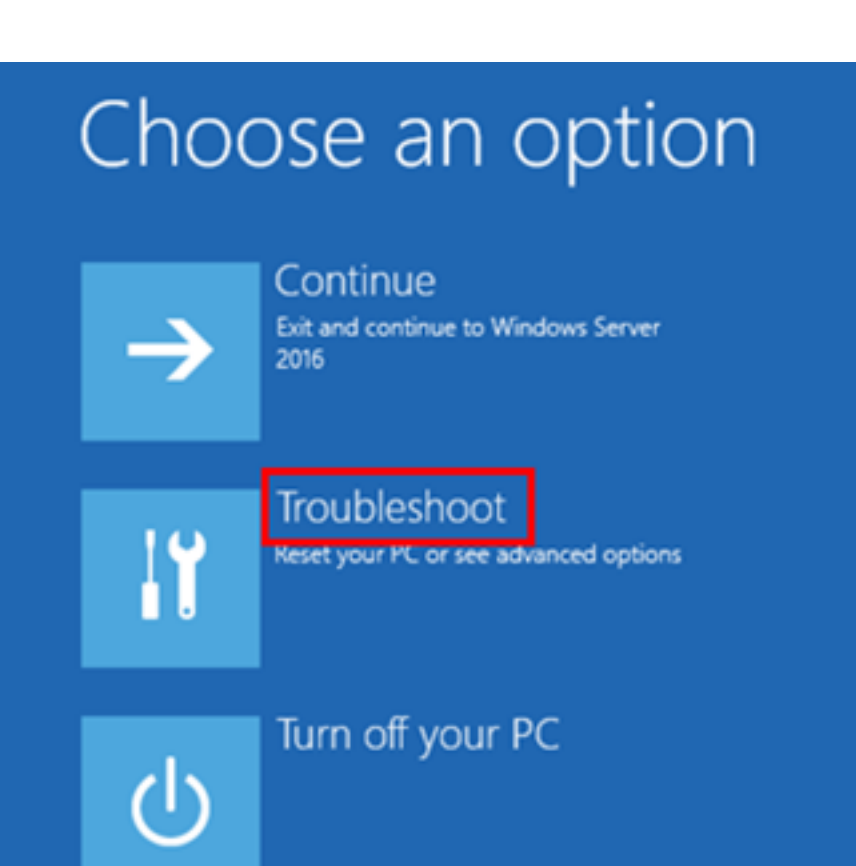
- Select the option to mount or attach an ISO image. You will be prompted to browse for the ISO file on your local system.



- Browse and select the ISO file which is of the same version as the affected server version.



- Confirm the selection and wait for the management console to upload and mount the ISO to the server.
- Once the ISO is mounted, open the server's operating system or management interface.
- On the **Choose an option** screen, select **Troubleshoot** and then select **Command Prompt**.



- 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 the directory 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
```

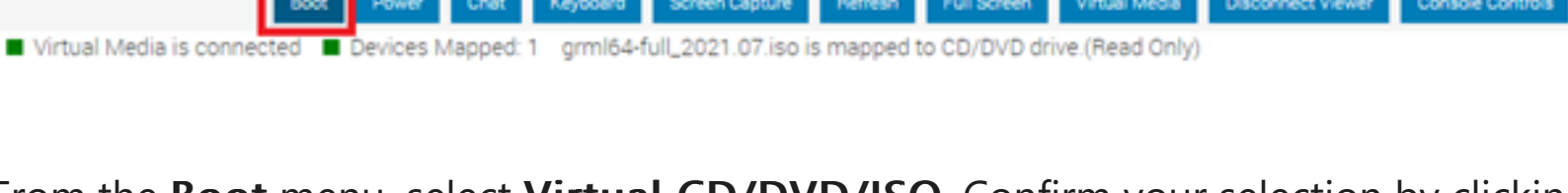
- Permanently delete the file(s). To do this, type the following command and then press **Enter**.

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

- Restart your device.

Method 2: Mounting the ISO from Web console

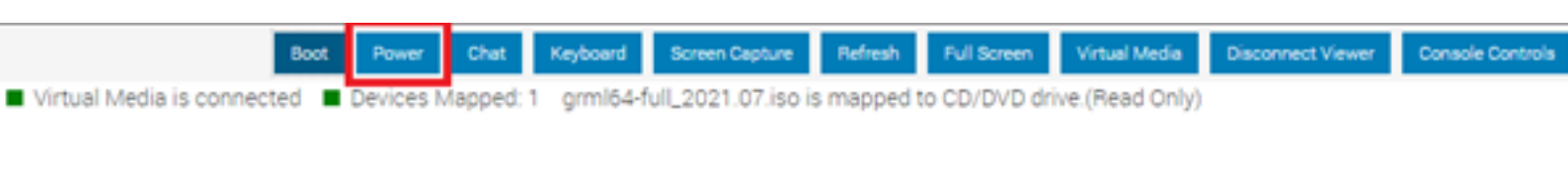
- In the **Virtual Console** window, click the **Boot** button to access the **Boot** menu.



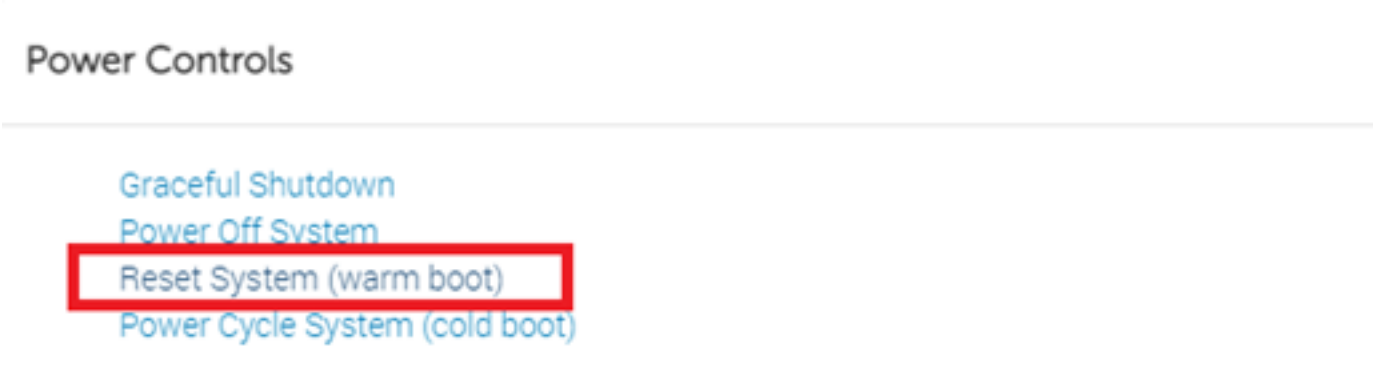
- From the **Boot** menu, select **Virtual CD/DVD/ISO**. Confirm your selection by clicking **Yes** in the **Boot Controls** dialog box.



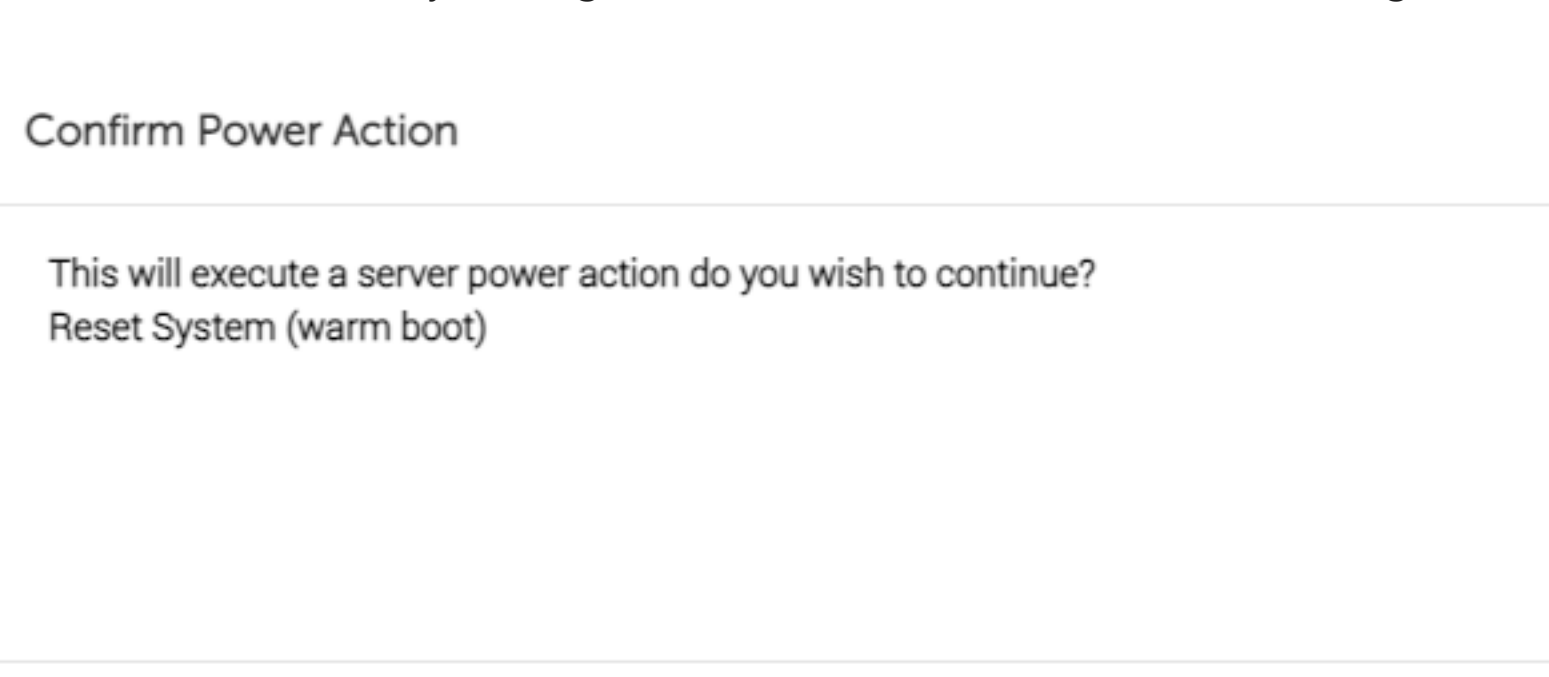
- Click the **Power** button in the **Virtual Console** window.



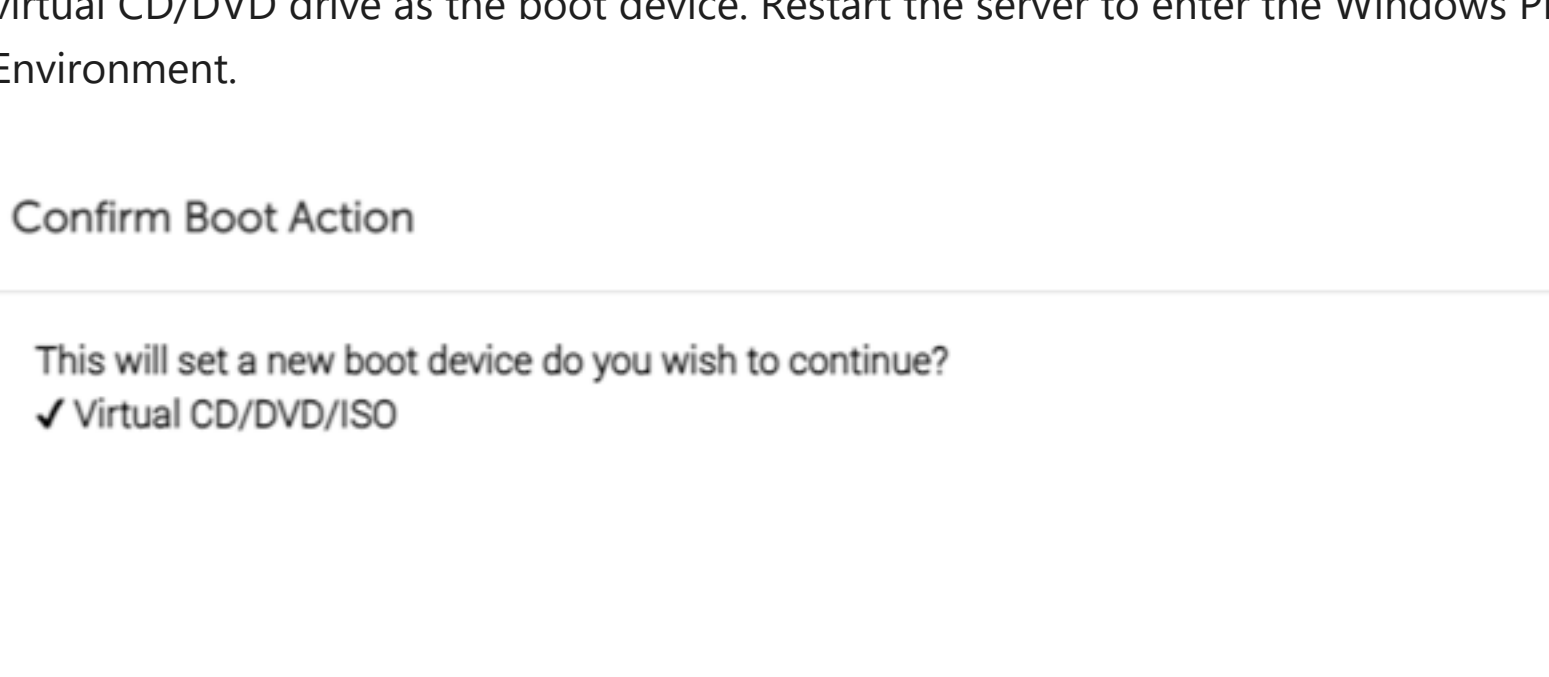
- Choose **Reset system (warm boot)** from the **Power Controls** menu.



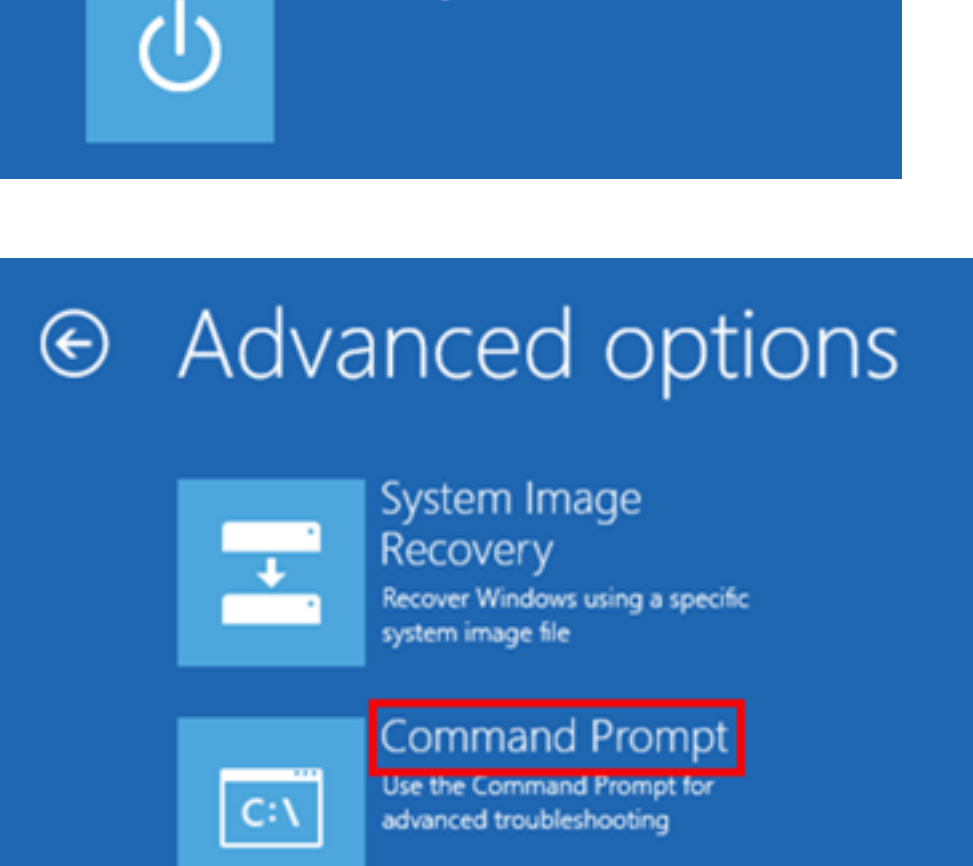
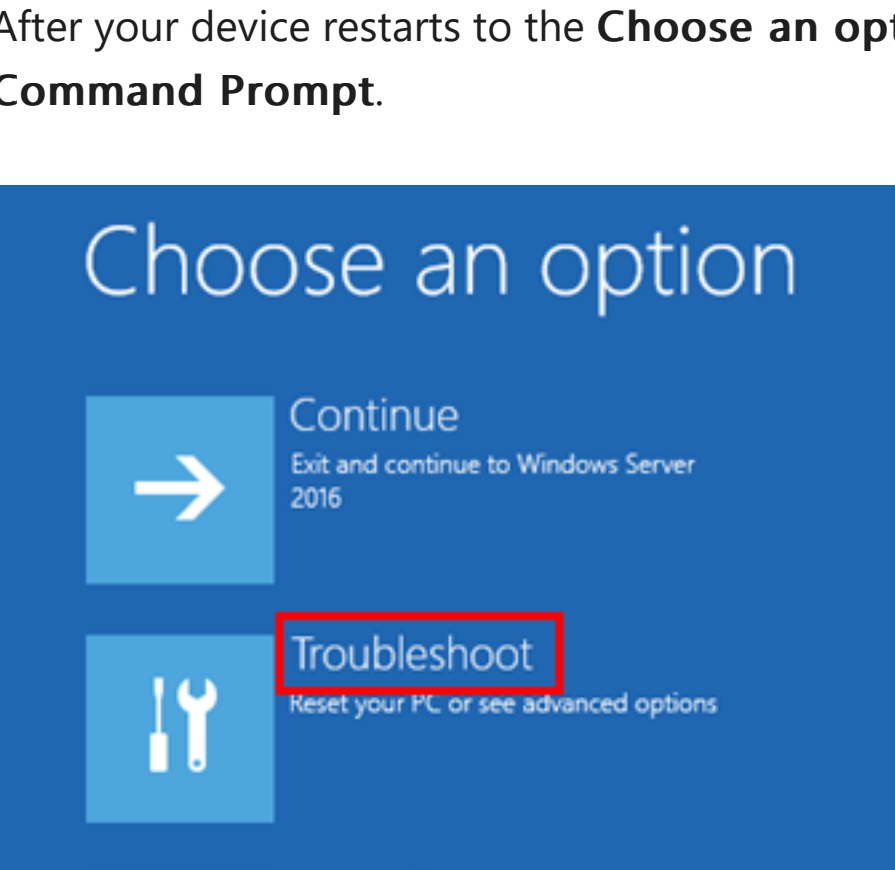
- Confirm the selection by clicking **Yes** in the **Confirm Power Action** dialog box.



- After the server completes the POST process, it will start from the selected .ISO image. Select the virtual CD/DVD drive as the boot device. Restart the server to enter the Windows Pre-Installation Environment.



- After your device restarts to the **Choose an option** screen, click **Troubleshoot** and then click **Command Prompt**.



- 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**:

```
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). To do this, type the following command and then press **Enter**.

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

- Restart your device.

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

Third-party information disclaimer

The third-party products that this article discusses are manufactured by companies that are independent of Microsoft. We make no warranty, implied or otherwise, about the performance or reliability of these products.

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 contact information.

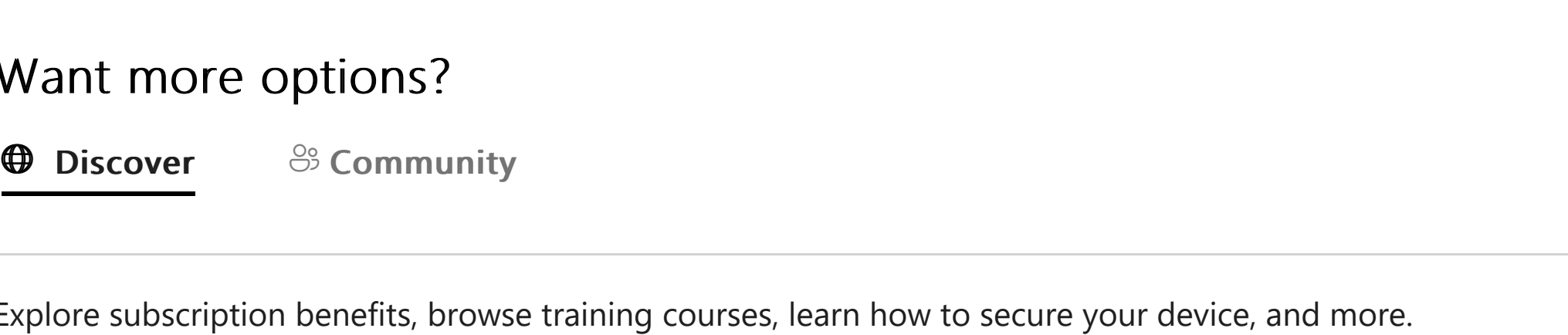
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