

Problem Connecting with Device

Platform

Collect

Summary

Windows has encountered a problem communicating with a device connected to your computer. This error can be caused by unplugging a removable storage device such as an external USB drive while the device is in use, or by faulty hardware such as a hard drive or CD-ROM drive that is failing. Make sure any removable storage is properly connected and then restart your computer. If you continue to receive this error message, contact the hardware manufacturer.

Status 0xc00000e9

Info: An unexpected I/O error has occurred.

Windows Boot Manager

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Status: 0xc00000e9

Info: An unexpected I/O error has occurred.

ENTER=Continue

ESC=Exit

Description

The above error is most likely the result of a hard drive crash.

Troubleshooting

1. Contact Alden Support and have them diagnose the issue. They will probably need to replace your hard drive.