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Cannot run D435i or T265 camera. "failed to open usb interface: 0, error: RS2_USB_STATUS_ACCESS" #1408



Closed

hamsterasu opened this issue on Sep 20, 2020 · 13 comments

Labels

melodic



hamsterasu commented on Sep 20, 2020

Hi,

I followed the instructions to install debian package of the ROS wrapper using `sudo apt-get install ros-melodic-realsense2-camera`. From what is said on the README, it says that by installing the debian package,

This will install both `realsense2_camera` and its dependents, including `librealsense2` library.

So from my understanding of this, I do not have to install anything else, ie. `librealsense2`.

However, when I run `roslaunch realsense2 rs_camera.launch` while D435i is connected, i get this error:

```
21/09 00:29:45,089 ERROR [140173394786048] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
21/09 00:29:45,110 WARNING [140173428356864] (rs.cpp:304) null pointer passed for argument "device"
[ WARN] [1600619385.110816284]: Device 1/1 failed with exception: failed to set power state
[ERROR] [1600619385.110863734]: The requested device with is NOT found. Will Try again.
```

```

21/09 00:12:10,140 WARNING [1600619391.149189828] (rs-robot) null pointer passed for argument 'device'
[ WARN] [1600619391.149189828]: Device 1/1 failed with exception: failed to set power state
[ERROR] [1600619391.149264654]: The requested device with  is NOT found. Will Try again.

```

When I run dmesg, i see this:

```

[ 8160.342817] input: Intel(R) RealSense(TM) Depth Camera 435i at /devices/pci0000:00/0000:00:14.0/usb1/1-12/1-12:1.0/input/input30
[ 8160.344196] uvcvideo: Found UVC 1.50 device Intel(R) RealSense(TM) Depth Camera 435i (8086:0b3a)
[ 8160.346105] uvcvideo 1-12:1.3: Entity type for entity Processing 7 was not initialized!
[ 8160.346109] uvcvideo 1-12:1.3: Entity type for entity Extension 8 was not initialized!
[ 8160.346112] uvcvideo 1-12:1.3: Entity type for entity Camera 6 was not initialized!
[ 8160.426289] hid-sensor-hub 0003:8086:0B3A.0008: No report with id 0xffffffff found
[ 8160.528972] audit: type=1107 audit(1600619701.599:132): pid=864 uid=103 auid=4294967295 ses=4294967295
msg='apparmor="DENIED" operation="dbus_signal" bus="system" path="/org/freedesktop/NetworkManager"
interface="org.freedesktop.NetworkManager" member="CheckPermissions" name=":1.15" mask="receive" pid=8840
label="snap.spotify.spotify" peer_pid=874 peer_label="unconfined"
exe="/usr/bin/dbus-daemon" sauid=103 hostname=? addr=? terminal=?'
[ 8165.584965] hid-sensor-hub 0003:8086:0B3A.0008: No report with id 0xffffffff found
[ 8169.170915] hid-sensor-hub 0003:8086:0B3A.0008: No report with id 0xffffffff found

```

When I run `roslaunch realsense2_camera rs_t265.launch` for t265 camera, i also get an error:

```



21/09 00:59:07,679 ERROR [139917231736576] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
21/09 00:59:07,679 ERROR [139917231736576] (tm-boot.h:42) Failed to open T265 zero interface
[ WARN] [1600621149.688932423]: No RealSense devices were found!
21/09 00:59:15,700 ERROR [139917231736576] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
21/09 00:59:15,700 ERROR [139917231736576] (tm-boot.h:42) Failed to open T265 zero interface



```

I have attached the full console messages for your viewing.

[t265_dmesg.txt](#)
[t265_roslaunch.txt](#)



  **hamsterasu** changed the title ~~Cannot run~~ **Cannot run D435i or T265 camera. "failed to open usb interface: 0, error: RS2_USB_STATUS_ACCESS"** on Sep 20, 2020

  **RealSenseSupport** added the `melodic` label on Sep 22, 2020

 **RealSenseSupport** commented on Sep 22, 2020

Collaborator

@**hamsterasu** Could you please try if you can run realsenseviewer and start streaming with D435i and T265 successfully? Also what's your platform? And kernel version? Thanks!



 **hamsterasu** commented on Sep 23, 2020 • edited ▼

Author

it says "realsense-viewer: command not found" when i run realsense-viewer

My kernel version is 5.4.0-47-generic. Platform is Intel® Core™ i7-10875H CPU



 **RealSenseSupport** commented on Sep 23, 2020

Collaborator

/etc/udev/rules.d/ before connect the cameras. After that you can connect the camera and execute the ros launch.



3



4



RealSenseSupport mentioned this issue on Sep 23, 2020

RealSenseNodeFactory segfault during launch #1228

🔔 Open



hongtaowu67 commented on Sep 26, 2020 • edited ▼

It works in my case after including the 99-realsense-libusb.rules in /etc/udev/rules.d/.



RealSenseSupport commented on Sep 26, 2020

Collaborator

@hongtaowu67 Thanks for your feedback! Glad to hear this works for you.



hamsterasu commented on Sep 27, 2020

Author

@RealSenseSupport Your solution works for me too! Thanks! I am closing this issue



 **Shunichi09** commented on Oct 1, 2020 • edited ▼

@RealSenseSupport I got the same problem when I was using docker.

I also tried to solve it by your suggestion (i.e. including the 99-realsense-libusb.rules in /etc/udev/rules.d/) but it did not work for me...

Are there any solutions ??

I checked realsense-viewer did work and got RGB-D images, although there was error message.

Finally, I updated the firmware of realsense to 5.12, I got same error.

```
01/10 17:41:38,038 ERROR [139670256056064] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
01/10 17:41:38,039 ERROR [139670256056064] (fw-update-device.cpp:128) access failed for 8086:adb uid: 2-7-10
01/10 17:41:38,039 WARNING [139670256056064] (rs.cpp:304) null pointer passed for argument "device"
```

running command

```
$ roslaunch realsense2_camera rs_camera.launch
```

error message

```
[ INFO] [1601571623.360312063]: RealSense ROS v2.2.16
[ INFO] [1601571623.360333411]: Built with LibRealSense v2.37.0
[ INFO] [1601571623.360341901]: Running with LibRealSense v2.37.0
01/10 16:08:00,157 ERROR [140156020442880] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
01/10 16:08:00,178 WARNING [140156054013696] (rs.cpp:304) null pointer passed for argument "device"
[ WARN] [1601568480.178749109]: Device 1/1 failed with exception: failed to set power state
[ERROR] [1601568480.178776222]: The requested device with  is NOT found. Will Try again.
```

  **Shunichi09** mentioned this issue on Oct 1, 2020

Failed to update Firmware 05.11.11.100 to 05.12.7.100 IntelRealSense/librealsense#7463

 Closed

  **jarvisschultz** mentioned this issue on Oct 2, 2020

udev rules should be bundled with ROS packages #1426

 Closed

 **lko-git** commented on Oct 23, 2020

@hamsterasu I reproduced the issue and found one solution. Could you please check if you have 99-realsense-libusb.rules under /etc/udev/rules.d/ ? If not, please copy <https://github.com/IntelRealSense/librealsense/blob/master/config/99-realsense-libusb.rules> to /etc/udev/rules.d/ before connect the cameras. After that you can connect the camera and execute the ros launch.

solved my issue too thanks, but I wonder shouldn't such a file be default installed with realsense package



 **camilorequena** commented on Nov 2, 2020

@hamsterasu I reproduced the issue and found one solution. Could you please check if you have 99-realsense-libusb.rules under /etc/udev/rules.d/ ? If not, please copy <https://github.com/IntelRealSense/librealsense/blob/master/config/99-realsense-libusb.rules> to /etc/udev/rules.d/ before connect the cameras. After that you can connect the camera and execute the ros launch.

solved my issue too thanks, but I wonder shouldn't such a file be default installed with realsense package

  **MartyG-RealSense** mentioned this issue on Nov 18, 2020

Error in upsware bord 2 #1507

 Closed

 **HWeigo** commented on Dec 5, 2020

@hamsterasu I reproduced the issue and found one solution. Could you please check if you have 99-realsense-libusb.rules under /etc/udev/rules.d/ ? If not, please copy <https://github.com/IntelRealSense/librealsense/blob/master/config/99-realsense-libusb.rules> to /etc/udev/rules.d/ before connect the cameras. After that you can connect the camera and execute the ros launch.

Thanks! Mine is solved too



  **sktometometo** mentioned this issue on Dec 28, 2020

add t265 odometry support 708yamaguchi/jsk_robot#3

 Merged

 **EricWiener** commented on Jan 26

@RealSenseSupport I got the same problem when I was using docker.
I also tried to solve it by your suggestion (i.e. including the 99-realsense-libusb.rules in /etc/udev/rules.d/.) but it did not work for me...
Are there any solutions ??

```
01/10 17:41:38,038 ERROR [139670256056064] (handle-libusb.h:51) failed to open usb interface: 0, error:
RS2_USB_STATUS_ACCESS
01/10 17:41:38,039 ERROR [139670256056064] (fw-update-device.cpp:128) access failed for 8086:adb uid: 2-7-10
01/10 17:41:38,039 WARNING [139670256056064] (rs.cpp:304) null pointer passed for argument "device"
```

running command

```
$ roslaunch realsense2_camera rs_camera.launch
```

error message

```
[ INFO] [1601571623.360312063]: RealSense ROS v2.2.16
[ INFO] [1601571623.360333411]: Built with LibRealSense v2.37.0
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01/10 16:08:00,178 WARNING [140156054013696] (rs.cpp:304) null pointer passed for argument "device"
[ WARN] [1601568480.178749109]: Device 1/1 failed with exception: failed to set power state
[ERROR] [1601568480.178776222]: The requested device with  is NOT found. Will Try again.
```

Did you ever figure this one out?



 **Shunichi09** commented on Jan 26

In my case, when launching the container, using privileged option and -v "/dev:/dev" volume option solved this problem.

Like


```
--privileged \  
--rm \  
image \  
tail -f /dev/null
```



 **pringithub** commented on Jan 31

I needed to add the 99-* file as well for realsense to work.



Using Ubuntu 18.04 with ROS melodic. Seems this issue has been going on for months .. update the apt package?



  **locvu98** mentioned this issue 15 days ago

realsense-viewer: command not found on Raspberry Pi 4B #1766

 Closed

  **MartyG-RealSense** mentioned this issue 16 hours ago

GL Callback GL Error after running realsense-viewer IntelRealSense/librealsense#8705

 Open

Assignees

Labelsmelodic

ProjectsNone yet

MilestoneNo milestone

Linked pull requests

Successfully merging a pull request may close this issue.

None yet

9 participants