

DELL XPS 13 webcam not recognized under Ubuntu 22.04.1

Asked 5 months ago Modified 2 months ago Viewed 1k times



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I have had a Dell XPS 13 (9315) for a month with Linux pre-installed. After testing it upon delivery, I installed the latest version of Ubuntu (LTS 22.04.1). Since then, the computer's built-in webcam is not recognised by the system. I had tested it before the upgrade and it worked. How can I reconfigure it? I have already contacted DELL support, no physical problem has been detected Thank you in advance.

dell

webcam

xps

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edited Nov 26, 2022 at 14:04



Andrew Gaul

267 1 9

asked Sep 12, 2022 at 14:00



a10

53 4

- 1 The XPS line often relies on OEM kernels and/or additional drivers installed from a PPA. One or the other is what you're missing in the Ubuntu you installed. Doing an online upgrade and then re-enabling the Dell PPA would have been preferable in this situation. – [ChanganAuto](#) Sep 12, 2022 at 14:22

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2 Answers



Cause

2



This typically happens when the laptop has been installed with Ubuntu 22.04 by the owner. The installation was not carried out using the Dell Ubuntu Recovery Image.



Ubuntu stock install images from non-Dell sources do not contain all the Dell required packages. These packages allow the webcam to function and be detected.



Resolution

Ubuntu tracks and provides instructions for fixing issues from installing the Generic image on [the following help site](#).

The following instructions take you through restoring the camera's full functionality.

If stock Ubuntu 22.04 was installed, the Intel kernel driver is out-of-tree. You must install the stack manually:

Open a terminal window:

The easiest way to open a terminal window is to use the keyboard shortcut: **CTRL** + **ALT** + **T**.

You can also open a terminal window from the search bar on the user interfaces (UI) desktop. Type Terminal into the bar and click on the results that appear.

Type each of the following terminal commands into the terminal window and press **Enter**:

```
sudo add-apt-repository ppa:oem-solutions-engineers/oem-projects-meta
```

For Dell XPS13 Model 9315:

```
sudo apt install oem-somerville-psyduck-meta
```

For Dell XPS13 Model 9320:

```
sudo apt install oem-somerville-tentacool-meta
```

Then:

```
sudo apt update  
sudo apt full-upgrade
```

Note: You may see a secondary issue in Ubuntu 22.04 when opening the Cheese application. An error stating 'There was an error playing video from the webcam' appears. The same issue is not seen when opening Cheese using the following terminal command:

```
sudo cheese -d "Intel MIPI Camera"
```

Source: [Dell Support Knowledgebase](#)

Hope this helps

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edited Nov 1, 2022 at 2:03

answered Nov 1, 2022 at 1:58

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user68186

30k 12 83 111



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Instructions above are not correct, those (psysduck and tentacool) are for Ubuntu 20.04. If you are using Ubuntu 22.04 these are the correct steps:

Dell Latitude 9420

```
$ sudo add-apt-repository ppa:oem-solutions-group/intel-ipu6  
$ sudo apt install libcamhal0
```



```
$ sudo reboot
```

Dell XPS 13 9315

```
$ sudo add-apt-repository ppa:oem-solutions-group/intel-ipu6  
$ sudo apt install libcamhal-ipu6ep0  
$ sudo reboot
```

Dell Precision 5470

```
$ sudo add-apt-repository ppa:oem-solutions-group/intel-ipu6  
$ sudo apt install libcamhal-ipu6ep0  
$ sudo reboot
```

Dell Latitude 9430

```
$ sudo add-apt-repository ppa:oem-solutions-group/intel-ipu6  
$ sudo apt install libcamhal-ipu6ep0  
$ sudo reboot
```

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answered Dec 14, 2022 at 12:24



Jon

21 1

Are these still the same instructions, even if one uses 22.04.1? – TeX Apprentice Feb 8 at 20:56
