Ask Ubuntu is a question and answer site for Ubuntu users and developers. It only takes a minute to sign up.

Anybody can ask a question

✕

Anybody can answer

Sign up to join this community

The best answers are voted up and rise to the top

Fresh Install Ubuntu 18.04. USB Storage Devices are not recognized

Asked 5 years ago   Modified 1 year, 1 month ago   Viewed 6k times

▲

5

▼

🔖

🕓

Recently installed 18.04 on a fresh hard drive. Everything seems to work, including usb keyboard/mouse, but not usb storage devices. The usb storage devices (I've tried three different ones) all work on other computers running both Windows and Linux.

Here's the output of `lsusb` (the usb storage device is PNY):

```
Bus 002 Device 004: ID 04f2:0116 Chicony Electronics Co., Ltd KU-2971/KU-0325
Keyboard
Bus 002 Device 003: ID 046d:c077 Logitech, Inc. M105 Optical Mouse
Bus 002 Device 007: ID 154b:fa64 PNY
Bus 002 Device 002: ID 8087:0024 Intel Corp. Integrated Rate Matching Hub
Bus 002 Device 001: ID 1d6b:0002 Linux Foundation 2.0 root hub
Bus 001 Device 002: ID 8087:0024 Intel Corp. Integrated Rate Matching Hub
Bus 001 Device 001: ID 1d6b:0002 Linux Foundation 2.0 root hub
```

And here's the output of `dmesg`:

```
[  339.995508] usb 2-1.3: new high-speed USB device number 7 using ehci-pci
[  340.104627] usb 2-1.3: New USB device found, idVendor=154b, idProduct=fa64,
bcdDevice=10.75
[  340.104632] usb 2-1.3: New USB device strings: Mfr=1, Product=2,
SerialNumber=3
[  340.104636] usb 2-1.3: Product: USB 3.0 FD
[  340.104639] usb 2-1.3: Manufacturer: PNY Technologies
[  340.104642] usb 2-1.3: SerialNumber: IN13112100000000000000001
[  340.126765] uas: Unknown symbol usb_stor_sense_invalidCDB (err 0)
[  340.126800] uas: Unknown symbol usb_stor_adjust_quirks (err 0)
```

And finally, `fdisk` only shows the hard drive:

```
sudo fdisk -l
Disk /dev/sda: 446 GiB, 478888853504 bytes, 935329792 sectors
Units: sectors of 1 * 512 = 512 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
```

⌐ Type
⌐ Linux

away from nouveau drivers

sue cause this PNY drive is also a

!

18.04   usb-storage

Share　Improve this question

Follow

edited Sep 22, 2018 at 23:30

asked Sep 20, 2018 at 15:32

Dave La
51　1　3

---

after installing, did you fully update with `sudo apt update && sudo apt upgrade && sudo apt dist-upgrade` ? – Joshua Besneatte Sep 20, 2018 at 16:24

Ya fully updated. Even made sure the repository list was complete. – Dave La　Sep 20, 2018 at 16:45

same issue here. Did you find any fix ? my dmesg report [822.982344] usb 3-4: new SuperSpeed USB device number 2 using xhci_hcd [823.003295] usb 3-4: New USB device found, idVendor=174c, idProduct=1153 [823.003301] usb 3-4: New USB device strings: Mfr=2, Product=3, SerialNumber=1 [823.003306] usb 3-4: Product: USB Mass Storage Device [823.003309] usb 3-4: Manufacturer: asmedia [823.003313] usb 3-4: SerialNumber: 123456789012 [823.036052] uas: Unknown symbol usb_stor_sense_invalidCDB (err 0) [823.036136] uas: Unknown symbol usb_stor_adjust_quirks (err 0) – Radu Toader Oct 4, 2018 at 20:20

Unfortunately, I have yet to find a fix. – Dave La　Oct 5, 2018 at 22:09

---

2 Answers

Sorted by: Highest score (default) ⇕

▲

3

▼

🔖

From RedHat:

Resolution

Try loading usb_storage module manually by ignoring install configuration.

Raw

uas has dependency of
as was not able to be loaded, and

answered Jul 3, 2019 at 16:26

Brian
31　2

-1

I ran into this same issue today on an older RHEL host trying to mount a USB to archive some files. uas: Unknown symbol usb_stor_sense_invalidCDB (err 0) uas: Unknown symbol usb_stor_adjust_quirks (err 0)

I ran these recommended commands. modprobe --ignore-install usb_storage modprobe uas

I ran this query again and it reported the error as resolved. dmesg | grep -i usb

Bonus: The modprobe command also automounted the USB for me under /run/media

Share Improve this answer Follow

answered Aug 26, 2022 at 1:17

Angela M
1

RHEL is off-topic here. – ChanganAuto Aug 30, 2022 at 20:56

Your privacy

By clicking "Accept all cookies", you agree Stack Exchange can store cookies on your device and disclose information in accordance with our Cookie Policy.

Accept all cookies   Necessary cookies only

Customize settings