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Fresh Install Ubuntu 18.04. USB Storage Devices are not recognized

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



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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: IN1311210000000000000001
[ 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
```

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away from nouveau drivers

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sue cause this PNY drive is also a

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edited Sep 22, 2018 at 23:30

asked Sep 20, 2018 at 15:32

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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)



From RedHat:

3

Resolution



Try loading `usb_storage` module manually by ignoring install configuration.



Raw



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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`

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answered Aug 26, 2022 at 1:17



Angela M

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RHEL is off-topic here. – [ChanganAuto](#) Aug 30, 2022 at 20:56



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