Can't use USB 3.0 connection with Ubuntu 12.04

Can't use USB 3.0 connection with Ubuntu 12.04

Background
Recently my 1.0TB external hard drive--my backup drive--failed, and I replaced it with a 2.0TB external HD that is USB 3.0-capable. I use the 2.0TB HD for daily backups by Lucky Backup from my Ubuntu 12.04 system, and also for occasional backups from my rarely used Windows Vista system. The new external HD is formatted NTFS.

The Problem
Though the 2.0TB drive is accessible and usable when plugged into a USB 2.0 port using Ubuntu 12.04, I have so far been unable to see the drive when it is plugged into a USB 3.0 port. I would like to be able to utilize the higher speed of USB 3.0 when I use the new drive, and will appreciate any and all suggestions of how to do so.

Here is the output I get when I enter "lsusb" at the command line:

Code:

```
ron@ron-desktop-linux:~$ sudo lsusb
Bus 001 Device 001: ID 1d6b:0002 Linux Foundation 2.0 root hub
Bus 002 Device 001: ID 1d6b:0002 Linux Foundation 2.0 root hub
Bus 003 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 004 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 005 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 006 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 007 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 008 Device 001: ID 1d6b:0001 Linux Foundation 1.1 root hub
Bus 009 Device 001: ID 1d6b:0002 Linux Foundation 2.0 root hub
Bus 010 Device 001: ID 1d6b:0003 Linux Foundation 3.0 root hub
Bus 002 Device 002: ID 1307:0165 Transcend Information, Inc. 2GB/4GB Flash
Drive
Bus 002 Device 003: ID 058f:6362 Alcor Micro Corp. Flash Card Reader/Writer
Bus 002 Device 005: ID 0409:0058 NEC Corp. HighSpeed Hub
Bus 003 Device 002: ID 0d9f:0002 Powercom Co., Ltd Black Knight PRO / WOW
Uninterruptible Power Supply (Cypress HID->COM RS232)
Bus 008 Device 002: ID 067b:2303 Prolific Technology, Inc. PL2303 Serial Port
Bus 002 Device 006: ID 058f:6366 Alcor Micro Corp. Multi Flash Reader
```

It appears that Ubuntu is recognizing the 3.0 port, i.e., as "Bus 010 Device 001". But I'm not sure about this, and I have no idea what to try next.
Thanks in advance for any and all help.

Adv Reply

1. June 1st, 2012 #2

Redblade20XX

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Just a suggestion can you post the output of

Code:

```
lspci
```

. Just want to see if Ubuntu recognises the port.

-Red

2. June 1st, 2012

rewyllys

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Here is the output from lspci:

Code:

```
ron@ron-desktop-linux:~$ sudo lspci
[sudo] password for ron:
00:00.0 Host bridge: Intel Corporation 82G33/G31/P35/P31 Express DRAM
Controller (rev 02)
00:01.0 PCI bridge: Intel Corporation 82G33/G31/P35/P31 Express PCI Express
Root Port (rev 02)
00:19.0 Ethernet controller: Intel Corporation 82566DC-2 Gigabit Network
Connection (rev 02)
00:1a.0 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #4 (rev 02)
00:1a.1 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #5 (rev 02)
00:1a.7 USB controller: Intel Corporation 82801I (ICH9 Family) USB2 EHCI
Controller #2 (rev 02)
00:1b.0 Audio device: Intel Corporation 82801I (ICH9 Family) HD Audio
Controller (rev 02)
00:1c.0 PCI bridge: Intel Corporation 82801I (ICH9 Family) PCI Express Port 1
(rev 02)
00:1c.2 PCI bridge: Intel Corporation 82801I (ICH9 Family) PCI Express Port 3
(rev 02)
00:1d.0 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #1 (rev 02)
00:1d.1 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #2 (rev 02)
00:1d.2 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #3 (rev 02)
00:1d.3 USB controller: Intel Corporation 82801I (ICH9 Family) USB UHCI
Controller #6 (rev 02)
00:1d.7 USB controller: Intel Corporation 82801I (ICH9 Family) USB2 EHCI
Controller #1 (rev 02)
00:1e.0 PCI bridge: Intel Corporation 82801 PCI Bridge (rev 92)
00:1f.0 ISA bridge: Intel Corporation 82801IR (ICH9R) LPC Interface Controller
(rev 02)
```

```
00:1f.2 RAID bus controller: Intel Corporation 82801 SATA Controller [RAID
mode] (rev 02)
00:1f.3 SMBus: Intel Corporation 82801I (ICH9 Family) SMBus Controller (rev
02)
01:05.0 FireWire (IEEE 1394): LSI Corporation FW322/323 (rev 70)
02:00.0 USB controller: NEC Corporation uPD720200 USB 3.0 Host Controller (rev
04)
04:00.0 VGA compatible controller: NVIDIA Corporation G86 [GeForce 8500 GT]
(rev a1)
ron@ron-desktop-linux:~$
```

The next-to-last line of the output appears to show recognition of USB 3.0, if I'm interpreting it correctly.

[Adv Reply](#)

3. June 1st, 2012 [#4](#)

   Cheesemill

   # Re: Can't use USB 3.0 connection with Ubuntu 12.04

   Can you run

   Code:

   ```
   sudo dmesg -C
   ```

   then plug in the drive and post the output of

   Code:

   ```
   dmesg
   ```

   Cheesemill ⭐

   [Adv Reply](#)

4. June 2nd, 2012 [#5](#)

   rewyllys

   # Re: Can't use USB 3.0 connection with Ubuntu 12.04

   ❝ Originally Posted by **Cheesemill** ◨

   Can you run?

   Code:

   ```
   sudo dmesg -C
   ```

   Then plug in the drive and post the output of

Code:

```
dmesg
```

Thanks for your suggestions.

I ran "sudo dmesg -C". There was no visible output.
Next, I ran "sudo dmesg". No output.
Next, I ran "sudo dmesg -c". Again, no output.
Next, I ran "sudo dmesg -E". Still no output.

What else should I try?

[Adv Reply](#)

5. June 2nd, 2012 [#6](#)

Redblade20XX

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Try this one and post the output with the drive connected to the 3.0 port.

Code:

```
usb-devices
```

-Red

[Adv Reply](#)

6. June 3rd, 2012 [#7](#)

rewyllys

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Originally Posted by **Redblade20XX**

Try this one and post the output with the drive connected to the 3.0 port.

Code:

```
usb-devices
```

-Red

Here's the output from issuing "usb-devices":

Code:

```
ron@ron-desktop-linux:~$ usb-devices

T:  Bus=01 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=480 MxCh= 4
D:  Ver= 2.00 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0002 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic ehci_hcd
S:  Product=EHCI Host Controller
S:  SerialNumber=0000:00:1a.7
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=10 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=5000 MxCh= 2
D:  Ver= 3.00 Cls=09(hub  ) Sub=00 Prot=03 MxPS= 9 #Cfgs=  1
P:  Vendor=1d6b ProdID=0003 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic xhci_hcd
S:  Product=xHCI Host Controller
S:  SerialNumber=0000:02:00.0
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=02 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=480 MxCh= 8
D:  Ver= 2.00 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0002 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic ehci_hcd
S:  Product=EHCI Host Controller
S:  SerialNumber=0000:00:1d.7
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=02 Lev=01 Prnt=01 Port=00 Cnt=01 Dev#=  2 Spd=480 MxCh= 0
D:  Ver= 2.00 Cls=00(>ifc ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1307 ProdID=0165 Rev=01.00
S:  Manufacturer=USB 2.0
S:  Product=USB Flash Drive
S:  SerialNumber=abe63a52ac314a
C:  #Ifs= 1 Cfg#= 1 Atr=80 MxPwr=98mA
I:  If#= 0 Alt= 0 #EPs= 3 Cls=08(stor.) Sub=06 Prot=50 Driver=usb-storage

T:  Bus=02 Lev=01 Prnt=01 Port=04 Cnt=02 Dev#=  4 Spd=480 MxCh= 0
D:  Ver= 2.00 Cls=00(>ifc ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=058f ProdID=6362 Rev=01.00
S:  Manufacturer=Generic
S:  Product=Mass Storage Device
S:  SerialNumber=058F312D81B1
C:  #Ifs= 1 Cfg#= 1 Atr=80 MxPwr=100mA
I:  If#= 0 Alt= 0 #EPs= 2 Cls=08(stor.) Sub=06 Prot=50 Driver=usb-storage

T:  Bus=02 Lev=01 Prnt=01 Port=07 Cnt=03 Dev#=  6 Spd=480 MxCh= 4
D:  Ver= 2.00 Cls=09(hub  ) Sub=00 Prot=01 MxPS=64 #Cfgs=  1
P:  Vendor=0409 ProdID=0058 Rev=01.00
S:  Manufacturer=NEC Corporation
S:  Product=USB2.0 Hub Controller
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=100mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=02 Lev=02 Prnt=06 Port=03 Cnt=01 Dev#=  7 Spd=480 MxCh= 0
D:  Ver= 2.00 Cls=00(>ifc ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=058f ProdID=6366 Rev=01.00
S:  Manufacturer=Generic
S:  Product=Mass Storage Device
S:  SerialNumber=058F0O1111B1
C:  #Ifs= 1 Cfg#= 1 Atr=80 MxPwr=100mA
I:  If#= 0 Alt= 0 #EPs= 2 Cls=08(stor.) Sub=06 Prot=50 Driver=usb-storage
```

```
T:  Bus=03 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1a.0
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=03 Lev=01 Prnt=01 Port=01 Cnt=01 Dev#=  2 Spd=1.5 MxCh= 0
D:  Ver= 1.00 Cls=00(>ifc ) Sub=00 Prot=00 MxPS= 8 #Cfgs=  1
P:  Vendor=0d9f ProdID=0002 Rev=00.00
S:  Manufacturer=POWERCOM CO., LTD.
S:  Product=USB to Serial
C:  #Ifs= 1 Cfg#= 1 Atr=80 MxPwr=100mA
I:  If#= 0 Alt= 0 #EPs= 2 Cls=03(HID  ) Sub=00 Prot=00 Driver=(none)

T:  Bus=04 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1a.1
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=05 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1d.0
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=06 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1d.1
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=07 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1d.2
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub

T:  Bus=08 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=12   MxCh= 2
D:  Ver= 1.10 Cls=09(hub  ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0001 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic uhci_hcd
S:  Product=UHCI Host Controller
S:  SerialNumber=0000:00:1d.3
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub
```

```
T:  Bus=08 Lev=01 Prnt=01 Port=00 Cnt=01 Dev#=  3 Spd=12  MxCh= 0
D:  Ver= 1.10 Cls=00(>ifc ) Sub=00 Prot=00 MxPS=64 #Cfgs=  1
P:  Vendor=067b ProdID=2303 Rev=03.00
S:  Manufacturer=Prolific Technology Inc.
S:  Product=USB-Serial Controller
C:  #Ifs= 1 Cfg#= 1 Atr=a0 MxPwr=100mA
I:  If#= 0 Alt= 0 #EPs= 3 Cls=ff(vend.) Sub=00 Prot=00 Driver=pl2303

T:  Bus=09 Lev=00 Prnt=00 Port=00 Cnt=00 Dev#=  1 Spd=480 MxCh= 2
D:  Ver= 2.00 Cls=09(hub  ) Sub=00 Prot=01 MxPS=64 #Cfgs=  1
P:  Vendor=1d6b ProdID=0002 Rev=03.02
S:  Manufacturer=Linux 3.2.0-23-generic xhci_hcd
S:  Product=xHCI Host Controller
S:  SerialNumber=0000:02:00.0
C:  #Ifs= 1 Cfg#= 1 Atr=e0 MxPwr=0mA
I:  If#= 0 Alt= 0 #EPs= 1 Cls=09(hub  ) Sub=00 Prot=00 Driver=hub
```

(Sorry for my slow response -- had to spend yesterday and most of today on family matters.)

Adv Reply

7. June 4th, 2012 #8

Redblade20XX

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Can't see nothing yet. One more attempt. Restart the computer without the drive attached. Once the computer finishes booting, go into /var/log and look for a file named kern.log. This file will contain all events that the kernel has seen. Open it in gedit. Plug the drive back in while the file is open in gedit. Gedit should then notify you if there were any changes in the file signifying that it most likely detected the device. If it did detected it, something about a usb should be written in the file.

-Red

Adv Reply

8. June 4th, 2012 #9

rewyllys

Re: Can't use USB 3.0 connection with Ubuntu 12.04

Thanks for your continued suggestions.

Here are the pertinent lines from the kern.log file following my plugging the 2.0TB USB cable into the USB 3.0 port:

Code:

```
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.272045] hub 8-0:1.0: port 1
disabled by hub (EMI?), re-enabling...
```

```
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.272051] usb 8-1: USB
disconnect, device number 2
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.272211] pl2303 ttyUSB0:
pl2303 converter now disconnected from ttyUSB0
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.272227] pl2303 8-1:1.0:
device disconnected
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.512015] usb 8-1: new full-
speed USB device number 3 using uhci_hcd
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.673214] pl2303 8-1:1.0:
pl2303 converter detected
Jun  4 17:20:17 ron-desktop-linux kernel: [  264.685226] usb 8-1: pl2303
converter now attached to ttyUSB0
```

I guess the system now sees the USB 3.0 port.

[Adv Reply](#)

9. June 5th, 2012 [#10](#)

   Redblade20XX

   # Re: Can't use USB 3.0 connection with Ubuntu 12.04

   From the looks of it, I think the port maybe damaged. 😟
   From the first line, the kernel forced activation of the port
   which means that it was disabled through hardware.
   But as one last attempt, look into you BIOs to see if maybe the
   port is disabled.

   -Red