

SUPPORT CENTER

Support Ticket System

Metropolitan Computer Company (MCC) Tuesday, February 17, 2026 at 1:34 AM

Ticket #MCC-HD-004780

Status	Resolved	Name	Kayle Nielsen
Priority	Normal	Email	klnielsen@mccneb.edu
Department	INFO 1125	Phone	
Create Date	1/26/26 12:56 PM	Source	Phone
Assigned To	Kachala, Abhishek	Help Topic	Learning Activity / New Computer Build
SLA Plan		Last Response	2/16/26 7:33 PM
Due Date		Last Message	1/26/26 12:56 PM

Final Applied Exam Ticket

1/26/26 12:56 PM

Kayle Nielsen

Please prepare a new computer for John Edwards, a new engineer who starts work next week.

The new computer requires Microsoft Windows 11 and Ubuntu Linux to be installed in dual boot configuration.

Please see the "Task List" for more details.

Created by  **Nielsen, Kayle** 1/26/26 12:56 PM

 **Nielsen, Kayle** assigned this to **Kachala, Abhishek** 1/26/26 12:56 PM

1/27/26 7:29 PM

Kachala, Abhishek

I started working on your ticket.

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1/27/26 9:16 PM Task MCC-TK-4125 Closed

Kachala, Abhishek

Task closed

1/27/26 9:23 PM Leaving the Lab for the day

Kachala, Abhishek

Tuesday, January 27, 2026 9:19:02 PM: I decided to leave the lab for the day after completing Task 1. The computer is now off and the SSD was placed back into its box.

2/3/26 6:10 PM Task MCC-TK-4125 (Task 1)

Kachala, Abhishek

Computer Details:

- <https://www.dell.com/support/product-details/en-us/servicetag/0-V3A4TUjVkn1Rzg4c0s1MVj1Um1tQT090/overview>
- Manufacture Dell
- Model: XPS 8960
- Express Service Code: 26221093348
- Service Tag: C1ND144
- Basic Support Ending on July 12, 2027

Preparation and Ventoy

I first needed to take steps to prepare for the install. I need the blank SSD, the Ventoy flash drive, and the driver flash drive. The computer needs to be powered off with no SSD, flash drive, nor ethernet cable inserted.

Tuesday, January 27, 2026 8:03:10 PM: I am now ready to start installing Windows.

I inserted the SSD and Ventoy flash drive into the computer.

To boot into Ventoy, repeatedly press the 'F12' keyboard key while powering on the computer.

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Tuesday, January 27, 2026 8:11:09 PM: I booted into Ventoy.

There are multiple ".iso" files for different operating systems. By double checking the ticket, I know that I must install Windows 11. Use the arrow keys and enter key to select "Windows 11".

Choose the "Boot in normal mode" from the options presented in Ventoy.

Tuesday, January 27, 2026 8:20:31 PM: The "Windows11 Setup" screen appeared.

The "Windows11 Setup" screen:

1. Language to install: English (United States)
2. Time and currency format: English (United States)
3. Keyboard or input method: US
4. At "Select setup option", choose "Install Windows 11". Click the checkbox verifying that you are aware the information on the drive will be deleted.
5. At the screen "Applicable notices and license terms", click the "Accept" button.
6. Now you are at a screen that says Select the location to install Windows 11. On Disk 0, a 128360 MB partition will be created.
 1. Click Disk0 and then click "Create Partition".
 2. Size in MB: 128360
 3. After creating the partition, click next.
7. At the "Ready to install" screen, choose to install.

Partition made at **Tuesday, January 27, 2026 8:41:48 PM.**

Entered "Installing Windows 11" screen at **Tuesday, January 27, 2026 8:44:49 PM.**

The "Installing Windows 11" screen finished at **Tuesday, January 27, 2026 8:48:46 PM.**

At different install screen appeared at **Tuesday, January 27, 2026 8:49:01 PM** and finished at

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Tuesday, January 27, 2026 8:51:15 PM.

The post Windows install setup screen:

1. Choose US for the country.
2. Choose the US keyboard layout.
3. Skip adding a second keyboard layout.
4. At "Let's connect you to a network", you are NOT connecting to a network.
 1. Press SHIFT+F10 on the keyboard to display a command prompt window.
 2. Enter the command "OOBE\BYPASSNRO".
 3. Press the enter key.
5. At "Let's connect you to a network", choose "I don't have internet"
6. Name: winadmin
7. Password: Mule@Game55
8. The answer to all security questions is "info".

Tuesday, January 27, 2026 9:10:14 PM: Windows started preparing by desktop.

Tuesday, January 27, 2026 9:11:26 PM: I see the Windows desktop.

Tuesday, January 27, 2026 9:15:18 PM: Task 1 is done.

2/3/26 8:50 PM Task MCC-TK-4126 Closed	Kachala, Abhishek
Task closed	
2/3/26 9:15 PM Task MCC-TK-4127 Closed	Kachala, Abhishek
Task closed	
2/3/26 9:31 PM Task MCC-TK-4128 Closed	Kachala, Abhishek
Task closed	

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2/9/26 10:26 AM Task MCC-TK-4129 Closed	Kachala, Abhishek
Task closed	
2/9/26 10:53 AM Task MCC-TK-4130 Closed	Kachala, Abhishek
Task closed	
2/9/26 11:09 AM Task MCC-TK-4131 Closed	Kachala, Abhishek
Task closed	
2/9/26 11:57 AM Task MCC-TK-4132 Closed	Kachala, Abhishek
Task closed	
2/10/26 6:06 PM Task MCC-TK-4133 Closed	Kachala, Abhishek
Task closed	
2/10/26 6:16 PM Task MCC-TK-4134 Closed	Kachala, Abhishek
Task closed	
2/10/26 6:55 PM Task MCC-TK-4135 Closed	Kachala, Abhishek
Task closed	
2/10/26 7:58 PM Task MCC-TK-4136 Closed	Kachala, Abhishek
Task closed	
2/16/26 5:35 PM Task #MCC-TK-4126 (Task 2)	Kachala, Abhishek
Tuesday, February 3, 2026 6:13:30 PM: I started on Task #MCC-TK-4126 (Task 2)	

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Objectives

- Disable automatic updates via Local Group Policy
- Disable ads/tips/suggestions via Local Group Policy
- Disable Microsoft Account sign-in prompt via Local Security Policy
- Disable Microsoft Account sign-in prompt via Registry
- Disable “Don’t forget to backup” toasts via Settings
- Disable “Don’t forget to backup” toasts via Registry
- Turn off “content delivery” suggestion spam

Disable automatic updates via Local Group Policy

Entering the Local Group Policy Editor

1. Logon to Windows
 1. Username: winadmin
 2. Password: Mule@Game55
2. In the search field, type "group".
3. Click on "Edit group policy" in the result, which has a small caption that says "Control panel".
4. Now you are inside the "Local Group Policy Editor".

Tuesday, February 3, 2026 6:45:56 PM: Entered the "Local Group Policy Editor".

Find the correct folder

1. Now you are inside the "Local Group Policy Editor".
2. Click the folders in this order:
 1. Computer Configuration
 2. Administrative Templates
 3. Windows Components
 4. Windows Update
 5. Manage end user experience
3. Now you are in the correct folder and can see the policy "Configure Automatic Updates".

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Disable the policy

1. Now you are in the correct folder and can see the policy "Configure Automatic Updates".
2. Double-click on "Configure Automatic Updates"
3. Choose the option to disable the policy.
4. Click "OK".

Tuesday, February 3, 2026 6:58:22 PM: Disable automatic updates via Local Group Policy.

Disable Microsoft Account sign-in prompt via Local Security Policy

Entering the Local Security Policy:

1. Logon to Windows
 1. Username: winadmin
 2. Password: Mule@Game55
2. Press the keyboard shortcut "Win + r"
3. The run command window will appear.
4. Type "secpol.msc".
5. Press the enter key.

Find the correct folder

Click the folders in this order:

1. Security Settings
2. Local Policies
3. Security Options

Configure the policy

Double click the "Accounts: Block Microsoft accounts" policy.

Set the "Accounts: Block Microsoft accounts" policy to "Users can't add or log on with Microsoft accounts".

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Tuesday, February 3, 2026 7:51:37 PM: Disable Microsoft Account sign-in prompt via Local Security Policy

Disable Microsoft Account sign-in prompt via Registry

Launch the Registry Editor

1. Press the keyboard shortcut "Win + r"
2. The run command window will appear.
3. Type "regedit".
4. Press the enter key.

Find the correct folder

Click the folders in this order:

1. HKEY_CURRENT_USER
2. Software
3. Microsoft
4. Windows
5. CurrentVersion

Key

Create a new UserProfileEngagement registry key:

1. Right, click on the CurrentVersion folder.
2. Then click New > Key
3. Name the new key "UserProfileEngagement"

Value:

Create a new value for "UserProfileEngagement":

1. Select the "UserProfileEngagement" folder.
2. Right-click on the white space to the right.
3. Click New > Key > DWORD (32-bit) Value.
4. Name the new value "ScoobeSystemSettingsEnabled"
5. Set the value to 0.

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Tuesday, February 3, 2026 8:15:59 PM: Disabled Microsoft Account sign-in prompt via Registry

Disable “Don’t forget to backup” toasts via Settings

1. Go to the "Settings" app.
2. Click the "System" tab.
3. Click the button to change the "Notifications" settings.
4. Click the toggle labeled "Windows Backup" to turn it off.

Tuesday, February 3, 2026 8:23:05 PM: Disabled “Don’t forget to backup” toasts via Settings.

Disable “Don’t forget to backup” toasts via Registry

Launch the Registry Editor

1. Press the keyboard shortcut "Win + r"
2. The run command window will appear.
3. Type "regedit".
4. Press the enter key.

Find the correct folder

Click the folders in this order:

1. HKEY_CURRENT_USER
2. Software
3. Microsoft
4. Windows
5. CurrentVersion
6. Notifications
7. Settings

Key

Create a new "Windows.SystemToast.BackupReminder" registry key:

1. Right, click on the "Settings" folder.
2. Then click New > Key

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3. Name the new key "Windows.SystemToast.BackupReminder"

Value:

Create a new value for "Windows.SystemToast.BackupReminder":

1. Select the "Windows.SystemToast.BackupReminder" folder.
2. Right-click on the white space to the right.
3. Click New > Key > DWORD (32-bit) Value.
4. Name the new value "Enabled"
5. Set the value to 0.

Tuesday, February 3, 2026 8:36:50 PM: Disabled “Don’t forget to backup” toasts via Registry

Turn off “content delivery” suggestion spam

1. Go to the "Settings" app.
2. Click the "System" tab.
3. Click the button to change the "Notifications" settings.
4. Click "Additional settings".
5. Uncheck the following:
 1. "Show the Windows welcome experience after updates and when signed in to show what's new and suggested"
 2. "Suggest ways to get the most out of Windows and finish setting up the device"
 3. "Get tips and suggestions when using Windows"

Tuesday, February 3, 2026 8:48:12 PM: Turned off “content delivery” suggestion spam

Tuesday, February 3, 2026 8:49:05 PM: I finished Task #MCC-TK-4126 (Task 2)

2/16/26 5:38 PM Task #MCC-TK-4127 (Task 3)

Kachala, Abhishek

Tuesday, February 3, 2026 8:56:32 PM: I started Task #MCC-TK-4127 (Task 3)

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Objectives

Configure the Windows hostname so that it matches your MCC username followed by "-win" - for example, if your username were jdoughy, then your hostname would be jdoughy-win.

Install LAN Driver from Driver flash drive.

Important Note: do not use your username, only, otherwise you won't be able to complete Task 4.

Changing the Windows hostname

1. Right click the Windows icon.
2. Click "System".
3. On top you should see "System > About".
4. Click the button "Rename this PC".
5. Enter the PC name: akachala-win
6. Press the enter key.
7. Choose the option to "Restart now".

Tip

Verify that you set the hostname correctly:

1. Right click the Windows icon.
2. Click "System".
3. On top you should see "System > About".
4. Here you can see your hostname

Tuesday, February 3, 2026 9:11:06 PM: Changed the hostname

LAN Driver

The instructor told me that I don't need to install the LAN Driver.

Tuesday, February 3, 2026 9:14:20 PM: I finished Task #MCC-TK-4127 (Task 3)

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2/16/26 5:57 PM #MCC-TK-4128 (Task 4)

Kachala, Abhishek

Objective

Create a second "admin" user. The username for the new account should be the same as your MCC username (e.g., jdoughy).

Make sure to create a strong password in accordance with MCC's password guidelines:

- Password Requirements:
 - Passwords need to be at least 14 characters in length
 - Passwords need to contain:
 - At least one English uppercase character (A through Z)
 - At least one English lowercase character (a through z)
 - At least one number (0 through 9)
 - At least one special character (for example: !, \$, #, %)
 - Passwords cannot contain parts of your username
 - Passwords cannot include your first name
 - Passwords cannot include your last name
 - Passwords cannot be any of your last 24 passwords

Document the password in this ticket.

Note: The instructor must be able to log on to the second admin account in order for you to receive credit for Task #4.

Adding additional user

Tuesday, February 3, 2026 9:20:43 PM: Started Task #MCC-TK-4128 (Task 4)

Entering Local Users and Groups:

1. Press Win + R
2. Type "lusrmgr.msc".

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3. Press the enter key

Creating a user:

1. Open the "Users" folder.
2. Right click the users folder and choose to "Add new user".
3. Username: akachala
4. Password: 123APPLE@govermentWORK\$
5. Uncheck "User must change password at next logon"
6. Check "Password never expires"

Tuesday, February 3, 2026 9:30:18 PM: Finished Task #MCC-TK-4128 (Task 4)

Forgot to make akachala an admin

In Task 5, I realized that I forgot to make akachala an admin. I used the Settings App to make akachala an admin, but I could have also used "lusrmgr.msc" to make akachala an admin.

2/16/26 6:03 PM Task #MCC-TK-4129 (Task 5)

Kachala, Abhishek

Objective

Create a second standard (non-admin) user. The username for the new account should be "desktopuser" without quotation marks.

Make sure to create a strong password in accordance with MCC's password guidelines (viewable here: <https://web.archive.org/web/20231206034902/https://www.mccneb.edu/Student-Resources/Password-Reset-Information/FAQs#PasswordRqmts>)

Note: The instructor must be able to log on to the desktopuser account in order for you to receive credit for Task #5.

Steps taken

Monday, February 9, 2026 9:56:46 AM: Started Task #MCC-TK-4129 (Task 5)

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I must create second standard (non-admin) user.

- Username: desktopuser
- Password: 911PACKETtracer!!!deleted

The answer to all the security questions is "info".

I opened the Settings app. I clicked the 'Accounts' tab, then selected 'Other Users'.

I realized that I forgot to make the user "akachala" an admin. I made "akachala" an admin.

From the 'Other Users' page in the Settings app, click the 'Add account' button.

- Username: desktopuser
- Password: 911PACKETtracer!!!deleted
- The answer to all the security questions is "info".

Double check that:

- "akachala" is an admin
- "desktopuser" is a standard user

Monday, February 9, 2026 10:25:02 AM: Finished Task #MCC-TK-4129 (Task 5)

2/16/26 6:05 PM Task #MCC-TK-4130 (Task 6)

Kachala, Abhishek

Objective

Log into the winadmin account. Then, use the Microsoft Management Console (MMC) to create a custom management console that includes the following snap-ins: Device Manager, Event Viewer, and Disk Management.

Save the Management Console to the winadmin's user's desktop. When naming the console, use your last name (e.g., Doughy).

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Steps taken

Monday, February 9, 2026 10:32:02 AM: Started Task #MCC-TK-4130 (Task 6)

Launch the Microsoft Management Console:

1. Press Win + R on your keyboard to open the Run dialog box.
2. Type "mmc" and press Enter.
3. If prompted by User Account Control (UAC), click Yes to allow the program to make changes.

Add Snap-ins:

1. Press Ctrl + m to open the menu "Add or Remove Snap-ins".
 1. This menu is also found under the "File" tab.
2. For Device Manager, Event Viewer, and Disk Management
 1. Choose the snap-in
 2. click the "Add" button.
3. Click the "OK" button.

Monday, February 9, 2026 10:45:29 AM: I added the snap-ins to the console.

Save the console:

1. Click the "File" tab.
2. Choose 'Save As'
3. The file name will be "akachala"
4. The file will be saved to the Desktop.
5. Click "Save"

Monday, February 9, 2026 10:52:40 AM: Finished Task #MCC-TK-4130 (Task 6)

2/16/26 6:09 PM Task #MCC-TK-4131 (Task 7)

Kachala, Abhishek

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Objective

Log into the winadmin account. Then, set a static IP address for the network adapter with the following settings:

IP address: 10.1.1.203

Subnet Mask: 255.255.255.0

Default Gateway: 10.1.1.1

Preferred DNS: 1.1.1.1

Alternate DNS: 1.0.0.1

Steps taken

Monday, February 9, 2026 10:56:11 AM: Started Task #MCC-TK-4131 (Task 7)

1. Open the Settings app.
2. Click the "Network & internet" tab.
3. Select the tab labeled "Ethernet".
4. Next to the section "IP assignment" click the "Edit" button.
5. Choose "Manual"
6. Click the toggle for "IPv4"
7. Fill in the information:
 1. IP address: 10.1.1.203
 2. Subnet Mask: 255.255.255.0
 3. Default Gateway: 10.1.1.1
 4. Preferred DNS: 1.1.1.1
 5. Alternate DNS: 1.0.0.1
8. Click the save button
9. Verify that the settings are correct.

Monday, February 9, 2026 11:07:56 AM: Finished Task #MCC-TK-4131 (Task 7)

2/16/26 6:13 PM Task #MCC-TK-4132 (Task 8)

Kachala, Abhishek

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Support Ticket System

Metropolitan Computer Company (MCC) Tuesday, February 17, 2026 at 1:34 AM

Objective

Log into the winadmin account. Then, connect to Shared Folder using UNC to access the software file-share at 10.1.1.254.

If/when prompted to log in to the software share at 10.1.1.254, provide the following credentials:

Username: mcchelpdesk

Password: H3lpD3sk

Take a photograph clearly showing the contents of the software file-share – the UNC path should be clearly visible in the Explorer address bar. Place the photograph beneath the heading labeled Photograph: Software Share on your exam answer sheet.

Install the following applications from the software file share using default settings:

Blender

FreeCAD

LibreOffice

The GIMP

Thunderbird

Steps taken

Monday, February 9, 2026 11:13:09 AM: Started Task #MCC-TK-4132 (Task 8)

1. Open File Explorer: Press Win + E or Click the icon
2. Enter the UNC Path: Click into the Address Bar at the top of the window, type the path "\\\10.1.1.254\software".
3. Install Blender, FreeCAD, LibreOffice, The GIMP, and Thunderbird with the default settings.

Monday, February 9, 2026 11:35:25 AM: Finished Task #MCC-TK-4132 (Task 8)

2/16/26 6:28 PM Task #MCC-TK-4133 (Task 9)

Kachala, Abhishek

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Objectives

Use the Local Group Policy editor to configure the following:

Account Lockout Policy: Set the account lockout threshold to 3 invalid login attempts, with a lockout duration of 15 minutes.

Prevent Wallpaper Change: Disable the ability to change the desktop wallpaper.

Remove the “Document” icon from the Start Menu.

Don't Display Last Signed-in: Prevent the display of the last signed-in user on the logon screen.

Account Lockout Policy

Navigate to: Computer Configuration > Windows Settings > Security Settings > Account Policies > Account Lockout Policy.

Double-click Account lockout threshold:

Set the value to 3 invalid logon attempts and click OK.

A Suggested Value Changes box will appear. Click OK to accept the defaults.

Double-click Account lockout duration and change it to 15 minutes.

Prevent Wallpaper Change

Navigate to: User Configuration > Administrative Templates > Control Panel > Personalization.

Double-click Prevent changing desktop background.

Select Enabled and click OK.

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Remove "Documents" Icon from Start Menu

Navigate to: User Configuration > Administrative Templates > Start Menu and Taskbar.

Locate and double-click Remove Documents icon from Start Menu.

Select Enabled and click OK.

Note: This specifically targets the shortcut that appears in the "Folders" section near the Power button on the Windows 11 Start Menu.

Don't Display Last Signed-in

Navigate to: Computer Configuration > Windows Settings > Security Settings > Local Policies > Security Options.

Find and double-click Interactive logon: Don't display last signed-in.

Select Enabled and click OK.

Apply the policies

After closing the editor, apply the policies without restarting by opening the Command Prompt (cmd) as an administrator and running:

gpupdate /force.

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Tuesday, February 10, 2026 5:38:17 PM: Started Task #MCC-TK-4133 (Task 9)

Tuesday, February 10, 2026 5:48:00 PM: Account Lockout Policy: Set the account lockout threshold to 3 invalid login attempts, with a lockout duration of 15 minutes.

Tuesday, February 10, 2026 5:52:00 PM: Prevent Wallpaper Change: Disable the ability to change the desktop wallpaper.

Tuesday, February 10, 2026 5:54:00 PM: Remove the "Document" icon from the Start Menu.

Tuesday, February 10, 2026 5:58:02 PM: Don't Display Last Signed-in: Prevent the display of the last signed-in user on the logon screen.

Tuesday, February 10, 2026 6:03:28 PM: Entered "gpupdate /force" in CMD.

Tuesday, February 10, 2026 6:03:28 PM: Finished Task #MCC-TK-4133 (Task 9)

2/16/26 6:59 PM Task #MCC-TK-4134 (Task 10)

Kachala, Abhishek

Objectives

Create a new inbound firewall rule to allow ICMP Echo Requests (ping) through the Windows Firewall. This should be allowed for Public, Private, and Domain.

Steps taken

Launch Windows Firewall with Advanced Security

1. Press the keyboard shortcut "Win + r"

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2. The run command window will appear.
3. Type "wf.msc".
4. Press the enter key.

Enable rules

1. Click the "Inbound Rules" tab.
2. Enable these rules:

Name	Group	Profile	Enabled
File and Printer Sharing (Echo Request - ICMPv6-In)	File and Printer Sharing Domain		Yes
File and Printer Sharing (Echo Request - ICMPv6-In)	File and Printer Sharing Private, Public		Yes
File and Printer Sharing (Echo Request - ICMPv4-In)	File and Printer Sharing Domain		Yes
File and Printer Sharing (Echo Request - ICMPv4-In)	File and Printer Sharing Private, Public		Yes

Timestamps

Tuesday, February 10, 2026 6:04:02 PM: Started Task #MCC-TK-4134 (Task 10)

Tuesday, February 10, 2026 6:15:13 PM: Finished Task #MCC-TK-4134 (Task 10)

2/16/26 7:26 PM Task #MCC-TK-4135 (Task 11)

Kachala, Abhishek

Objective

Connect the PC to the network. Then install Ubuntu Linux, as follows:

Install partition size: Use remaining space on disk.

Local admin username: linadmin

Local admin password:

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(Note – There are no instances of the letter “o” or the number “1” in the password - 0 is the number zero, not the letter O and I is the lowercase letter “L” not the number 1):

N0S0up@4U

Accessing Ventoy

Ventoy is a software used to make a bootable flash drive. The ISO for Ubuntu is on the Ventoy flash drive.

1. Shut down the computer.
2. Plug in the Ventoy flash drive.
3. While turning on the computer repeatedly press the **f12** button to enter UEFI
4. Select the USB option.

Install Ubuntu Linux

Inside Ventoy, use the arrow keys and the enter key to select the the Ubuntu ISO. Then choose to boot in normal mode.

At the GNU Grub screen, choose the option "Try or Install Ubuntu". Now the installation will begin.

After the installation begins, watch for a wireless dialog box to appear. Choose the option "I don't want to connect to a Wi-Fi network right now".

Choose "English US" for the language and keyboard.

At the "Updates and other software" screen, choose "Normal installation". The checkbox "Download updates while installing Ubuntu" needs to be checked.

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On the "Installation Type" screen, choose "Install Ubuntu alongside Windows Boot Manager".

Now select "Install Now".

Choose "Chicago Time" at the "Where are you?" screen.

At the "Who are you screen", it is important to review the ticket for the correct information. In the name field, I entered "Abhishek Kachala". The computer name is "Kachala-Ubuntu". The local admin user value is "akachala-lin". Be careful when entering the local admin password and click the eye icon to confirm it is correct. The local admin password is "N0S0up@4U". Select the option "Require my password to log in".

Select "Continue" after filling the inputs for the "Who are you screen".

When prompted, click "Restart Now".

When prompted, remove the Ventoy flash drive.

GRUB will appear. You can pause the countdown by pressing an up or down arrow key on the keyboard.

The computer will boot into Ubuntu.

Timestamps

Tuesday, February 10, 2026 6:17:29 PM: Started Task #MCC-TK-4135 (Task 11)

Tuesday, February 10, 2026 6:22:51 PM: Started Ubuntu install.

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Support Ticket System

Metropolitan Computer Company (MCC) Tuesday, February 17, 2026 at 1:34 AM

Tuesday, February 10, 2026 6:31:41 PM: I realized that the Ethernet cable needs to be plugged in because I want to "Download updates while installing Ubuntu".

Tuesday, February 10, 2026 6:51:31 PM: I installed Ubuntu

Tuesday, February 10, 2026 6:53:33 PM: I logged into Ubuntu.

Tuesday, February 10, 2026 6:53:33 PM: Finished Task #MCC-TK-4135 (Task 11)

2/16/26 7:31 PM Task #MCC-TK-4136 (Task 12)

Kachala, Abhishek

Objective

Install the following on Ubuntu:

- 1). FreeCAD
- 2). Blender
- 3). Inkscape
- 4). Scribus
- 5). BlastEm

Steps taken to install Ubuntu software

Tuesday, February 10, 2026 6:57:05 PM: Started on Task #MCC-TK-4136 (Task 12)

Tuesday, February 10, 2026 7:01:49 PM: Found FreeCAD in the Ubuntu Store and choose to install.

Tuesday, February 10, 2026 7:03:31 PM: Found Bender in the Ubuntu Store and choose to install.

SUPPORT CENTER

Support Ticket System

Metropolitan Computer Company (MCC) Tuesday, February 17, 2026 at 1:34 AM

Tuesday, February 10, 2026 7:04:54 PM: Found Inkscape in the Ubuntu Store and choose to install.

I didn't find Scribus in to Ubuntu Store.

Tuesday, February 10, 2026 7:08:57 PM: The command "sudo apt install scribus" could not find the package. I then entered the command "sudo apt update -y && sudo apt upgrade -y"

Installing scribus:

- sudo add-apt-repository universe
- sudo apt install scribus

The universe repository was needed.

Tuesday, February 10, 2026 7:52:27 PM: Scribus was installed.

Tuesday, February 10, 2026 7:55:03: Found BlastEm in the Ubuntu Store and choose to install.

Tuesday, February 10, 2026 7:56:08 PM: Finished Task #MCC-TK-4136 (Task 12)

2/16/26 7:33 PM

Kachala, Abhishek

The computer is now ready for John Edwards.

Closed by  **Kachala, Abhishek** with status of Resolved 2/16/26 7:33 PM