



← Ubuntu - Create a User If Initial User Setup Fails




A lot of work goes in to making your System76 experience fantastic right out of the box. Getting running needs just a little bit of information like a username and password. Every now and then, something goes wrong with the new user creator. If there is only a Guest Session, follow these instructions to fix the issue.





Overview

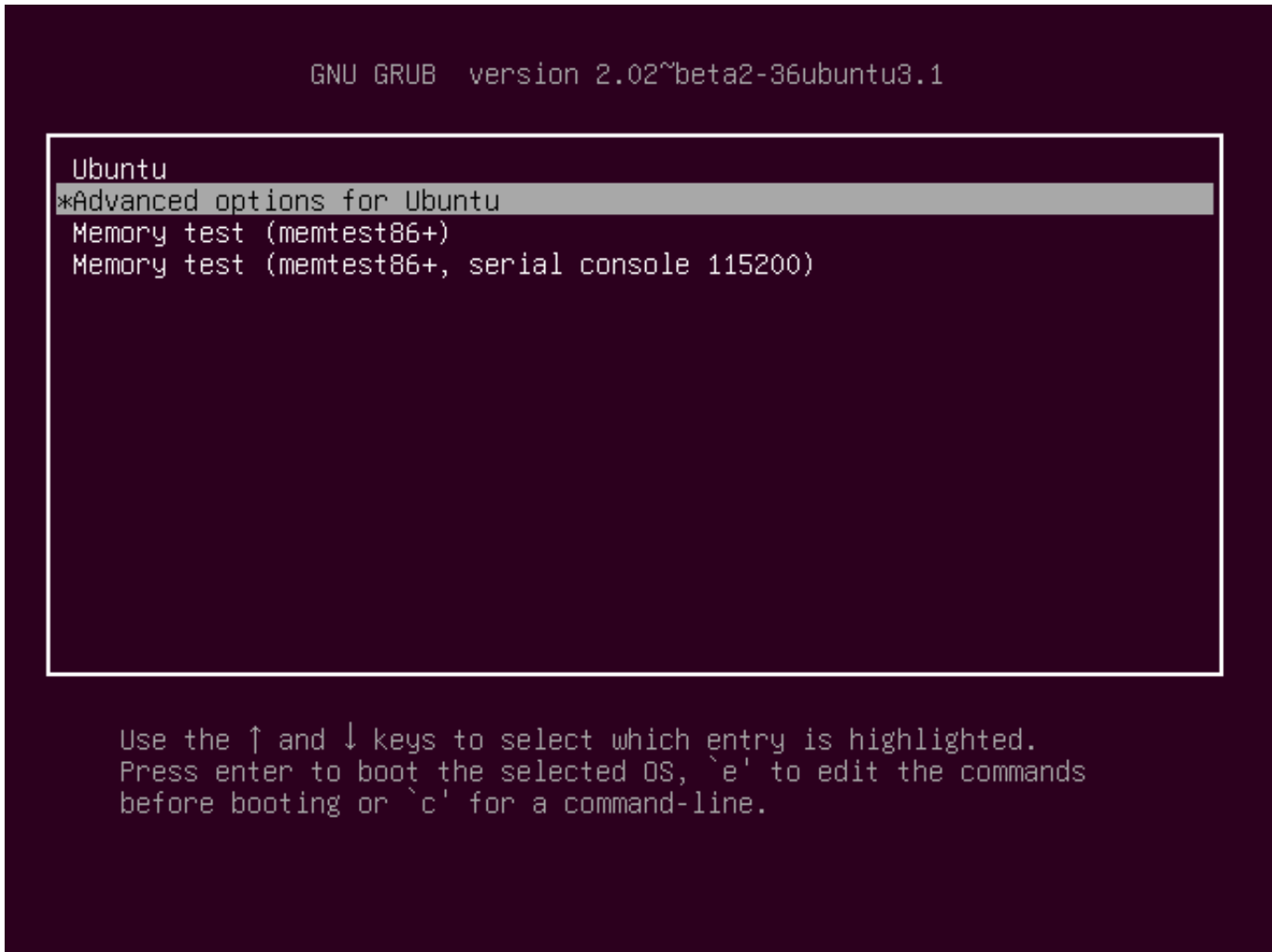
Here are the general steps for creating a user manually:

1. Reboot into Recovery Mode
2. Run a fsck to mount the drive as read-write
3. Drop to a root shell
4. Run oem-config-prepare
5. Reboot the system
6. Send logs to System76 to help us track this down

Recovery Mode

Power on (or reboot) your system and tap the  key to get to the GRUB boot menu.

If you end up at the GRUB CLI (it looks like `grub >`) type `normal`, press  and then immediately press . If that fails, just reboot the computer with   , pressing the reset button, or holding the power button until the computer shuts off.



Once you're in the GRUB boot menu, choose **Advanced options for Ubuntu** and then **(recovery mode)** on the first listed kernel. The system will boot into the recovery menu.

```
GNU GRUB  version 2.02~beta2-36ubuntu3.1
```

```
Ubuntu, with Linux 4.4.0-31-generic  
Ubuntu, with Linux 4.4.0-31-generic (upstart)  
*Ubuntu, with Linux 4.4.0-31-generic (recovery mode)
```

```
Use the ↑ and ↓ keys to select which entry is highlighted.  
Press enter to boot the selected OS, `e' to edit the commands  
before booting or `c' for a command-line. ESC to return previous  
menu.
```


At any time, random messages or text may clutter up the recovery menu. If this happens, just press the up/down arrow keys to re-draw the menu items. The text does not affect operation of the recovery menu.

The system will boot into the recovery menu:

Recovery Menu (filesystem state: read-only)

resume	Resume normal boot
clean	Try to make free space
dpkg	Repair broken packages
failsafeX	Run in failsafe graphic mode
fsck	Check all file systems
grub	Update grub bootloader
network	Enable networking
root	Drop to root shell prompt
system-summary	System summary


<Ok>

Choose **fsck**, and then press . You will be notified that to continue, “your / filesystem will be mounted in read/write mode”. Choose **Yes** to continue.

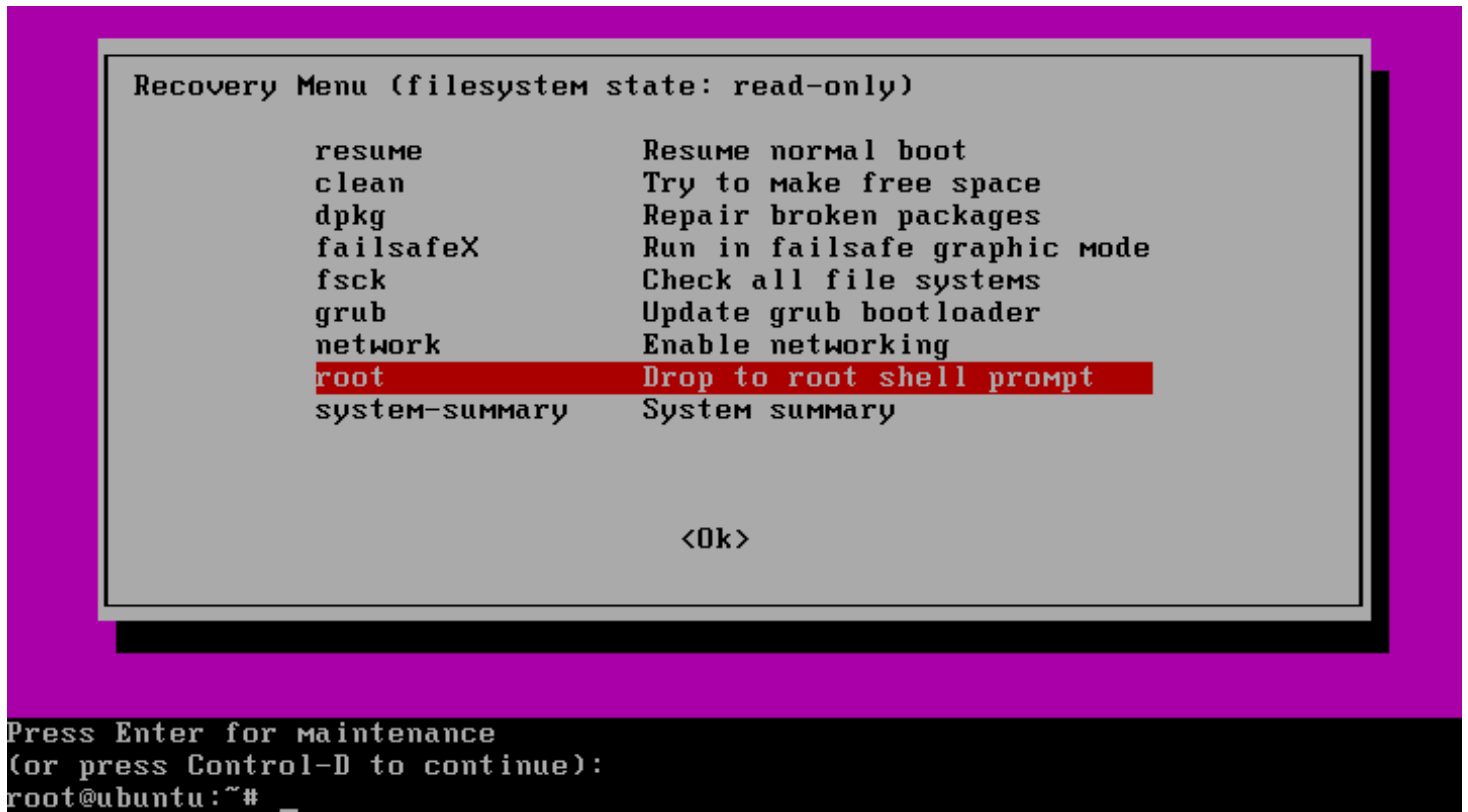
Continuing will remount your / filesystem in read/write mode and mount any other filesystem defined in /etc/fstab.
Do you wish to continue?

<Yes>

<No>

fsck will run for about 3 seconds and ends with  Reached target Swap. At this point, press  for the Recovery menu.

Choose **root** and press  to continue. Press  until the system shows a root prompt like the image below:



Recover First-Boot Menu

Once you're at the root shell, identified with the prompt `root@ubuntu:~#`, enter the commands below:

```
oem-config-prepare
reboot
```

The system will reboot into the first-user System Configuration.

Help Us

Lastly, we need your help in tracking down this bug. When you get logged in, open a terminal and run this command, then send us the 'log.tgz' file it creates.

```
sudo tar -cvz -f ~/log.tgz /var/log
```

Please open a support ticket and attach the log file.