



## Perform Routine Maintenance

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## Change Password Policies

### Procedure

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**Step 1** From Cisco Jabber Guest Administration, choose **Services > Passwords**.

**Step 2** Check **Complexity check** if you want passwords to meet the following requirements:

- Passwords must be eight or more characters in length.
- Passwords must include three of the following characters:
  - At least one uppercase letter
  - At least one lowercase letter
  - At least one number
  - At least one symbol

**Step 3** For **History size**, enter the number of passwords that are remembered.

For example, if you enter 3, the user's previous three passwords are remembered. If a user tries to change the password and reuses one of the previous three passwords, the user is prompted to specify a different password.

**Step 4** For **Maximum failed sign ins**, enter the number of sign in attempts allowed before the user account is locked.

**Step 5** Click **Update**.

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### Related Topics

[Unlock User Account](#)

## Download Logs

Complete this task to download log files as a zip archive for troubleshooting or maintenance.

### Procedure

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**Step 1** From Cisco Jabber Guest Administration, click **Logs**.

**Step 2** Do one of the following:

- To download all of the log files on the system, click **Download All**. A zip file named `diagnosticFiles_YYYY-MM-DD_HH-MM-SS.zip` downloads.
  - To download a specific log:
    - 1 Click the log file.
    - 2 Click **Download Current Log**.
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## Monitor Product Use

You can monitor product use in several ways.

### View Plug-in Download Count

Complete this task to view the number of unique (per device) browser plug-ins that have been downloaded since Cisco Jabber Guest was installed.

#### Procedure

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**Step 1** From Cisco Jabber Guest Administration, click **Reports**.

**Step 2** Click **Session Activity**.

The count does not update in real time. You must refresh the page to view a real-time count.

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### View Current Call Session Count

Complete this task to view the number of current active call sessions. This number includes all users who have clicked a link but have not yet clicked **Call**.

### Procedure

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- Step 1** From Cisco Jabber Guest Administration, click **Reports**.
- Step 2** Click **Session Activity**.  
The count does not update in real time. You must refresh the page to view a real-time count.
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## View Call Session Usage Log

Complete this task to help you determine the capacity that is required for your deployment. Usage logs show the number of call sessions that were active each minute in a day.

### Procedure

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- Step 1** From Cisco Jabber Guest Administration, click **Logs**.
- Step 2** Do one of the following:
- To view all of the daily usage logs on the system:
    - 1 Click **Download**. A zip file named `diagnosticFiles_YYYY-mm-dd_hh-mm-ss.zip` downloads.
    - 2 Open the zip file. Each daily usage log file is named `usage.log-YYYYmmdd`.
  - To view the usage log for today:
    - 1 Click **Jabber Guest Usage CSV**.
    - 2 Click **Download**. A file named `usage.log` downloads.
- Step 3** Open the usage log with an application that can open CSV-format files, such as Microsoft Excel or Notepad ++.  
The data appears in the format: *mm/dd/yyyy hh:mm:ss, number of active call sessions*.
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