

# **Troubleshoot**

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### Locate chip.log File

If you are asked to send the chip.log file, use the following procedure.

#### Procedure

**Step 1** Do one of the following:

- For Windows, navigate to %HOMEPATH%\Appdata\LocalLow\Cisco\chip. Note %HOMEPATH% is generally of the form 'C:\Users\username'.
- For Mac OS X, navigate to ~/Library/"Internet Plug-Ins"/"Cisco Jabber Guest Plug-in.version-number.plugin"/Contents/Frameworks/Logs.
- For Chrome on Mac OS X, navigate to ~/Applications/"Cisco Jabber Guest Add-on.version-number"/Contents/Frameworks/Logs

**Step 2** Compress the file and email it back to the requester.

### Locate chip.dmp File

If your plug-in crashes, a dump file called chip.dmp is created. Currently, this file is created only for plug-in crashes on Microsoft Windows. If you are asked to send the chip.dmp file, follow this procedure.

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#### Procedure

Step 1	Navigate to %HOMEPATH%\Appdata\LocalLow\Cisco\chip.		
	Note	%HOMEPATH% is generally of the form	
		'C:\Users\ <i>username</i> '.	
Step 2	Compress the file and email it back to the requester.		

## **Reset Admin Password for Cisco Jabber Guest Administration**

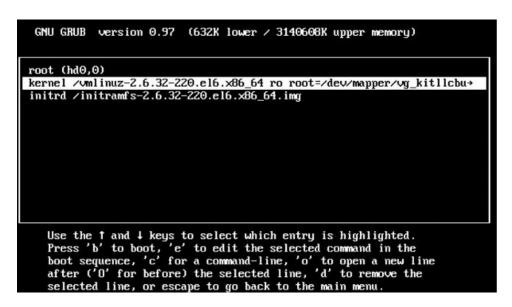
#### **Procedure**

Step 1	Sign in to the Cisco Jabber Guest server as root.		
Step 2	Change directory to /opt/cisco/webcommon/scripts:		
	cd /opt/cisco/webcommon/scripts		
Step 3	Enter the following command:		
	python mongo_admin_reset.py		
	The password is reset to its default value: jabbercserver.		

## **Reset Root Password for Cisco Jabber Guest Server**

#### Procedure

- **Step 1** Open a console session for the Cisco Jabber Guest server and restart the server.
- **Step 2** Press any key to interrupt the start process.
- **Step 3** Press e to edit.
- Step 4 From the entries, select kernel and press e to edit.



- **Step 5** Start the server in single-user mode:
  - a) Add the word single to the end of the line.
  - b) Press the Enter key.



**Step 6** Press b to start the server. The Cisco Jabber Guest server starts in single-user mode.

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eth0: registered as PCnet/PCI II 79C970A			
pcnet32: 1 cards_found.			
parport_pc 00:08: reported by Plug and Play ACPI			
parport0: PC-style at 0x378, irq 7 [PCSPP,TRISTATE]			
ppdev: user-space parallel port driver			
	E	OK	]
Setting hostname localhost.localdomain:	Ľ	OK	]
Checking filesystems			
	E	0K	]
Remounting root filesystem in read-write mode:	L.	OK	
mount: according to mtab, /dev/sda1 is already mounted on	1		
Mounting local filesystems:	Г	OK	1
Enabling /etc/fstab swaps:		OK	
Welcome to CentOS	<u></u>	on	-
Starting udev:	E	OK	1
Setting hostname localhost.localdomain:	Ē		
Checking filesystems	-	UN	
onconting Tribogo como	ſ	OK	1
Remounting root filesystem in read-write mode:	Ē	OK	
mount: according to mtab, /dev/sda1 is already mounted on		011	
mounts accorating to meaby racersaat is affeady mounted on			
Mounting local filesystems:	E	OK	1
Enabling /etc/fstab_swaps:	Ľ	0K	1
[root@localhost /]# _			

**Step 7** Enter **passwd root**, and then enter a new password.

**Step 8** Restart the server.