



## Troubleshoot

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## Locate chip.log File

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

### Procedure

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**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 Safari and Firefox (49 or below) on Mac OS X, navigate to `~/Library/"Internet Plug-Ins"/"Cisco Jabber Guest Plug-in.version-number.plugin"/Contents/Frameworks/Logs`.
- For Chrome and Firefox (50 or later) 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.

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## 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.

### Procedure

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**Step 1** Navigate to %HOMEPATH%\Appdata\LocalLow\Cisco\chip.

**Note** %HOMEPATH% is generally of the form  
'C:\Users\username'.

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

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## Reset Admin Password for Cisco Jabber Guest Administration

### Procedure

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**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.

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## Reset Root Password for Cisco Jabber Guest Server

### Procedure

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**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.

```
GNU GRUB version 0.97 (632K lower / 3140608K upper memory)

root (hd0,0)
kernel /vmlinuz-2.6.32-220.el6.x86_64 ro root=/dev/mapper/vg_kitllcbu-
initrd /initramfs-2.6.32-220.el6.x86_64.img

Use the ↑ and ↓ keys to select which entry is highlighted.
Press 'b' to boot, 'e' to edit the selected command in the
boot sequence, 'c' for a command-line, 'o' to open a new line
after ('O' for before) the selected line, 'd' to remove the
selected line, or escape to go back to the main menu.
```

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

```
[ Minimal BASH-like line editing is supported. For the first word, TAB
lists possible command completions. Anywhere else TAB lists the possible
completions of a device/filename. ESC at any time cancels. ENTER
at any time accepts your changes.]

<ABEL=79d3d2d4 single
```

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

```
eth0: registered as PCnet/PCI II 79C970A
pcnet32: 1 cards found.
parport_pc 00:00: reported by Plug and Play ACPI
parport0: PC-style at 0x378, irq 7 [PCSPP,TRISTATE]
ppdev: user-space parallel port driver

Setting hostname localhost.localdomain: [ OK ]
Checking filesystems [ OK ]
Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /

Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
Welcome to CentOS
Starting udev: [ OK ]
Setting hostname localhost.localdomain: [ OK ]
Checking filesystems [ OK ]
Remounting root filesystem in read-write mode: [ OK ]
mount: according to mtab, /dev/sda1 is already mounted on /

Mounting local filesystems: [ OK ]
Enabling /etc/fstab swaps: [ OK ]
[root@localhost ~]# _
```

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

**Step 8** Restart the server.

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