



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 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/Guest/App.app/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

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.

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.

```
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 00:08: 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.
