

Jabber for Mac 9.2 Locate the Log File and Cache Location



Document ID: 116682

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Nov 01, 2013

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Introduction

In some cases users need to access the log file, plist file, jabber-config.xml file, or cache file location in order to troubleshoot issues. The locations of these files are provided in this document.

Problem

The user needs to locate the log file, plist file, jabber-config.xml or cache location.

Solution

The log file locations and filenames are shown here:

Log File:

```
/Users/<userid>/Library/Logs/Jabber/Jabber-  
<date_with_numeric_number>-Console.log/Users/<userid>  
/Library/Logs/Jabber/Jabber-<date_with_numeric_number>.log
```

The plist file locations and filenames are shown here:

plist file:

```
/User/<userid>/Library/Preferences/.com.cisco.jabber.plist/User/  
<userid>/Library/Preferences/.com.cisco.jabber.plist.lockfile
```

The cache file location and filename are shown here:

Other cache file location (such as AppDialRules.xml, etc)

```
/Users/<userid>/Library/Caches/com.cisco.Jabber/<user_email>/
```

The Jabber-config.xml file location and filename are shown here:

Jabber-config.xml file:

```
/Users/<userid>/Library/Application Support/Cisco/  
Unified Communications/Jabber
```

