

# How to Gather Microsoft Outlook Logs for Jabber Presence issues

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## Introduction

This document describes the procedure used to gather logs from Microsoft Outlook for Jabber Presence issues.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Jabber for Windows
- Microsoft Outlook
- Post Office Protocol 3 (POP3)
- Simple Mail Transfer Protocol (SMTP)
- Messaging Application Programming Interface (MAPI)
- Internet Message Access Protocol (IMAP)

### Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Outlook 2007
- Microsoft Outlook 2010

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## How to enable MS Outlook log file generation

### Microsoft Outlook 2010

Step 1. Go to **File > Options**

Step 2. Select **Advanced** in the left frame

Step 3. In the right frame, select the **Enable troubleshooting logging** option in the **Other** section

Step 4. Select **OK**

Step 5. Close and restart Microsoft Outlook

### **Microsoft Outlook 2007 and older**

Step 1. Expand **Tools** select **Options**

Step 2. Open the **Other** tab

Step 3. Select **Advanced Options**

Step 4. Activate the **Enable logging (troubleshooting)** option

Step 5. **Select OK** twice

Step 6. Close and restart Microsoft Outlook

Once you have this option enabled, the application log begins registering all data regarding the interaction between Microsoft Outlook and a mail server each time a message is sent or received.

**Warning:** Once the issue is reproduced and logs gathered, disable the Log Collection. The Outlook log file will continue to grow which can potentially consume all hard drive resources.

### **Log file location**

- For POP3, SMTP, MAPI protocols

`%temp%\Outlook Logging\Opmllog.log`

- For IMAP protocol

`%temp%\Outlook Logging\IMAP-username-domainname-date-time.log`

**Note:** If the log file cannot be seen or does not contain current data, exit Microsoft Outlook as the data can be registered in the log when it is not currently active.

## **Related Information**

- [Microsoft Guide to Enable Advanced Logging](#)

- [Technical Support & Documentation - Cisco Systems](#)