How to Clear Jabber’s Chat History Logs

1. Exit Jabber if the service is currently running.

2. Click the Start button and select Computer from the menu that appears.

3. Double-click to open the Local Disk (C:) drive.
4. Open the **Users** folder.

![Image showing the Users folder]

5. Open your account folder. (The folder labeled as your first initial and last name.)

6. From here, open the **AppData folder**.

   a. If the AppData folder isn’t visible, you will need to change your folder’s view settings. Open the **Organize** menu and select **Folder and search options** from the drop-down list.
b. Open the **View** tab and select the **Show hidden files, folders, and drives** option. Click the **OK** button.
7. Open the **Local folder**.

8. Open the **Cisco folder**.

9. Open the **Unified Communications folder**.

10. Open the **Jabber folder**.

11. Open the **CSF folder**.

12. Finally, open the **History folder**.
13. Delete any and all Data Base Files present. Deleting these files will clear Jabber’s history logs.