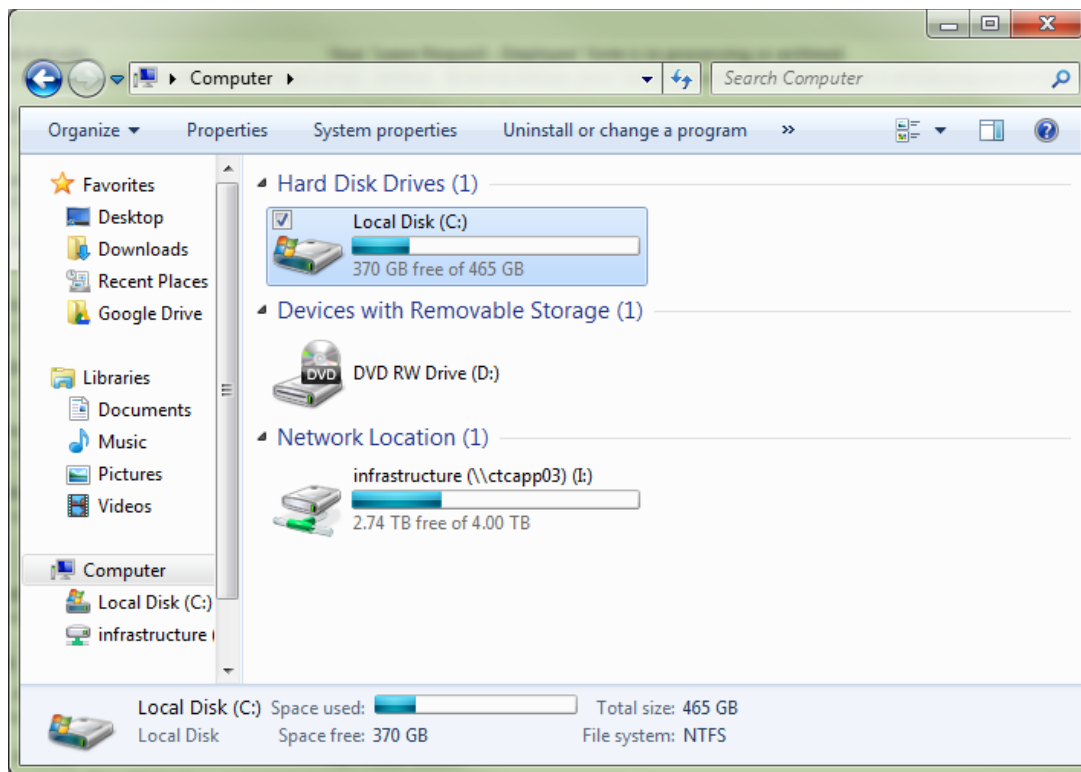
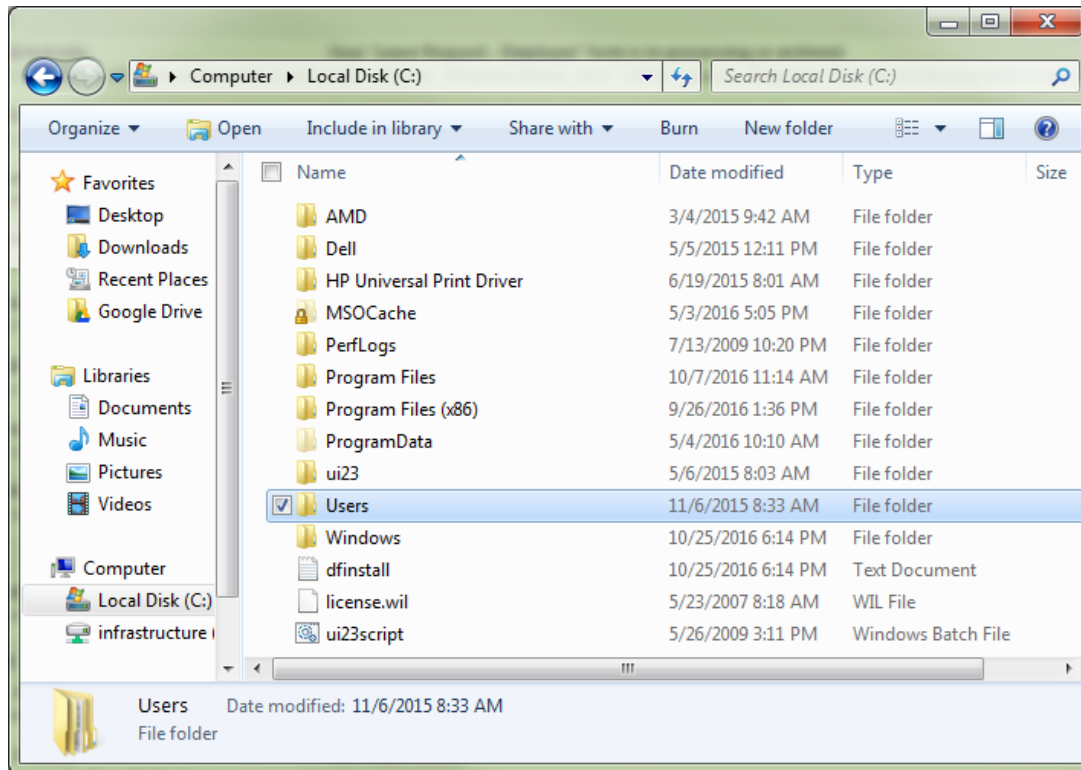


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How to Clear Jabber's Chat History Logs

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**.

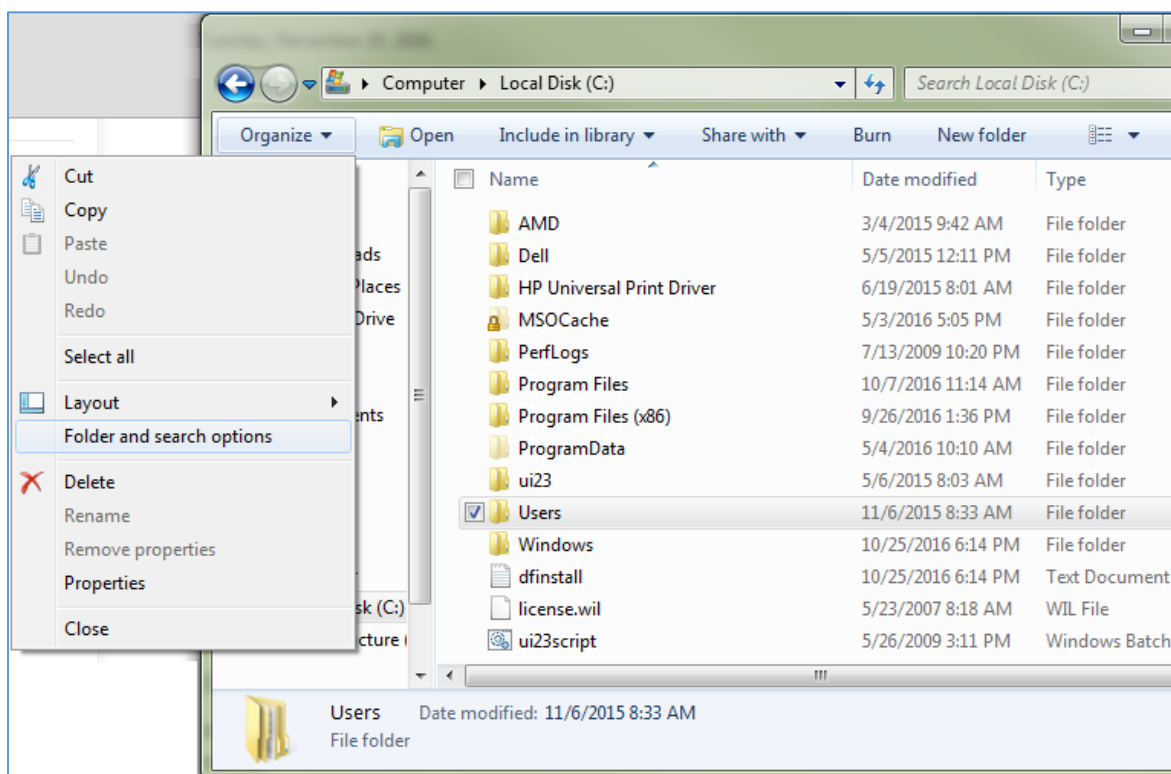


SUBJECT: IT Help Desk**DATE:** June 1, 2018**NAME:** How to Clear Jabber's Chat History Logs**PAGE:** 2 of 54. Open the **Users** folder.

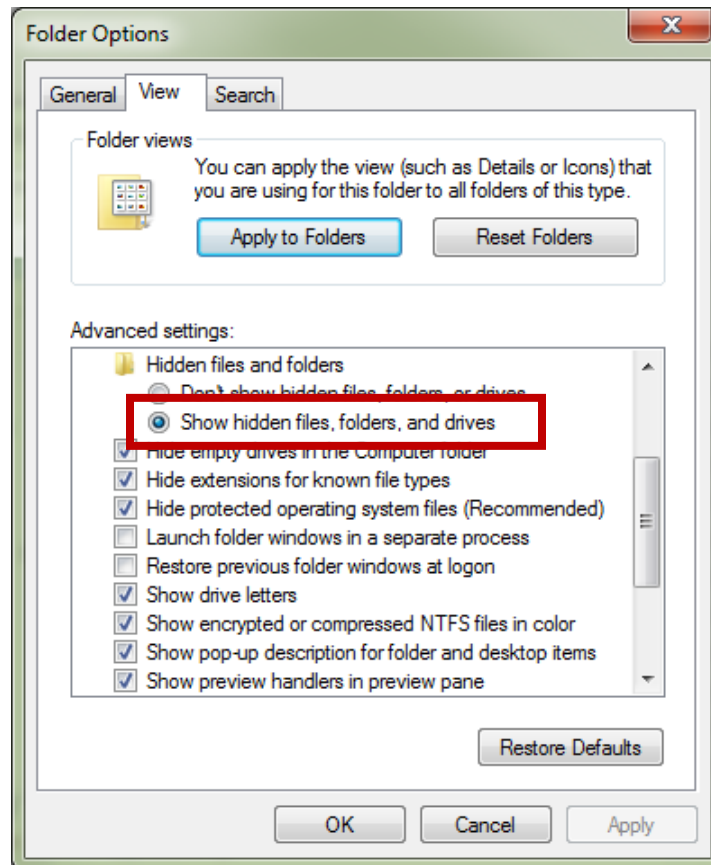
5. Open your account folder. (The folder labeled as your first initial and last name.)

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.

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- b. Open the **View** tab and select the **Show hidden files, folders, and drives** option. Click the **OK** button.

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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.

