

Cisco Jabber

My Contact Photos Are Not Displaying Correctly in Jabber

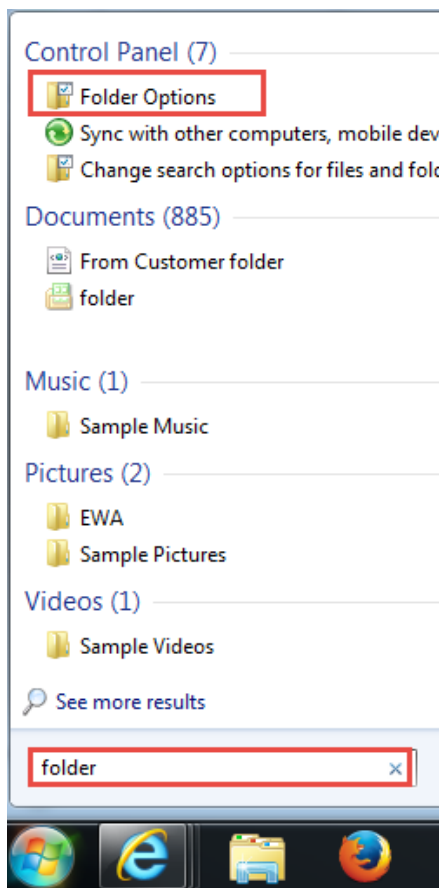
If your Jabber contacts are not displaying or not downloading correctly, try the steps below to resolve the issue.

1. Sign out and Exit out of Jabber.
2. Make sure you are [showing hidden folders](#) in Windows.
3. Open File explorer and look for the **Photo Cache** folder. The path of the folder is below.
 - o C:\Users\[User ID]\AppData\Local\Cisco\Unified Communications\Jabber\CSF**Photo Cache**
4. Rename the **Photo Cache** folder. (Example: rename to Photo CacheNew)
5. Restart Jabber and Sign Back In.

Note: It may take a few minutes for the photos to download back into your contact list.

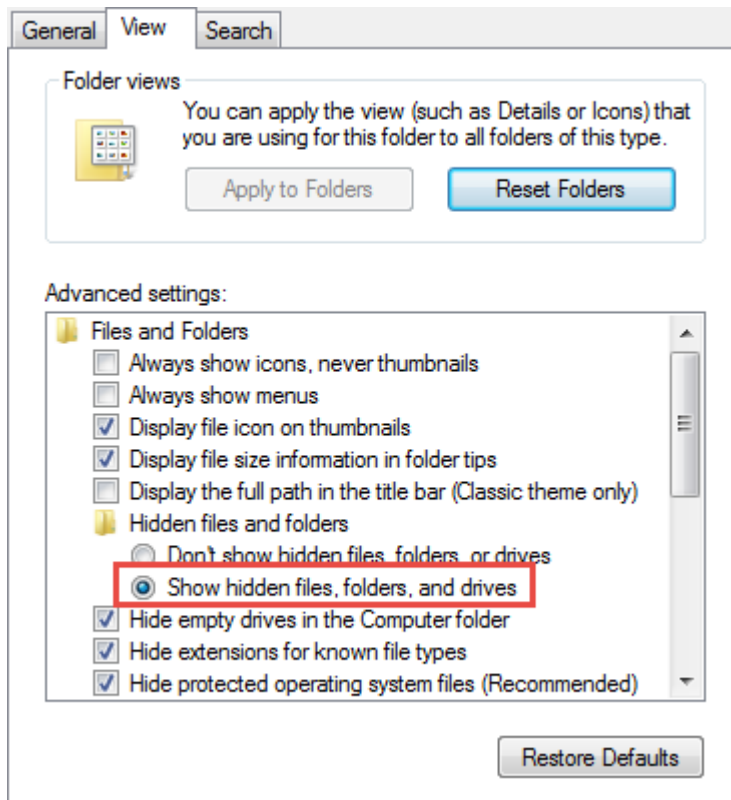
To Show Hidden Folders

1. To show hidden folders, type folder in the search box of your taskbar and select **Folder Options**.



2. In the Folder Options, select the **View** tab.

3. Under Hidden files and folders, select **Show hidden files, folders, and drives**.



4. Click **Apply** and **OK**.