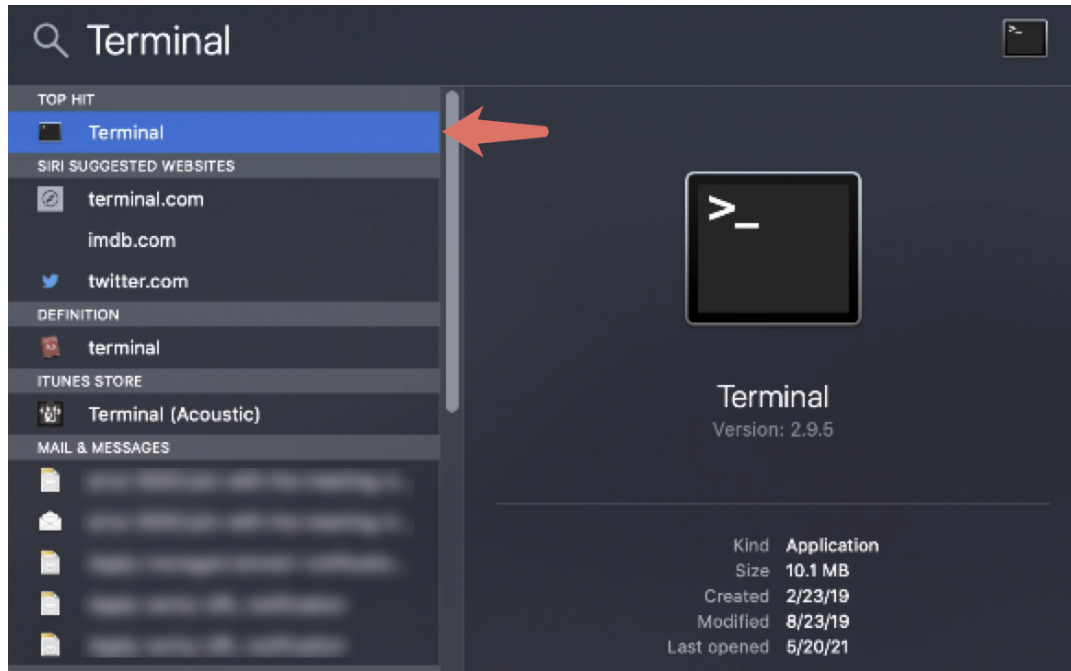
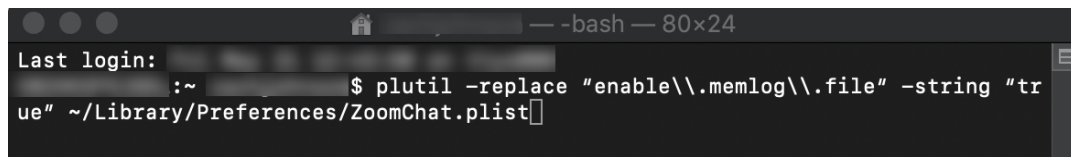


How to Enable Real-Time Logging for Zoom Client

1. Ensure you are on the latest version of the MacOS desktop client - Download [here](#)
2. **Exit/Quit** the Zoom desktop application
3. Press cmd+spacebar and enter **Terminal** to launch the Terminal



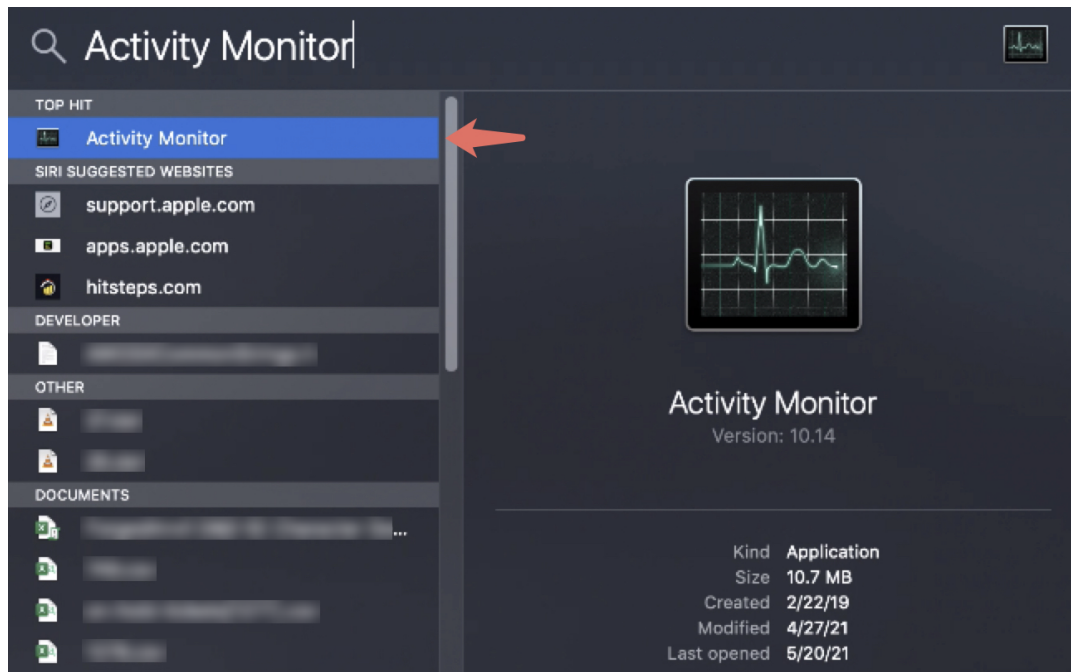
4. Copy and paste the following command **plutil -replace "enable\\memlog\\.file" -string "true" ~/Library/Preferences/ZoomChat.plist** in the Terminal > Press Enter



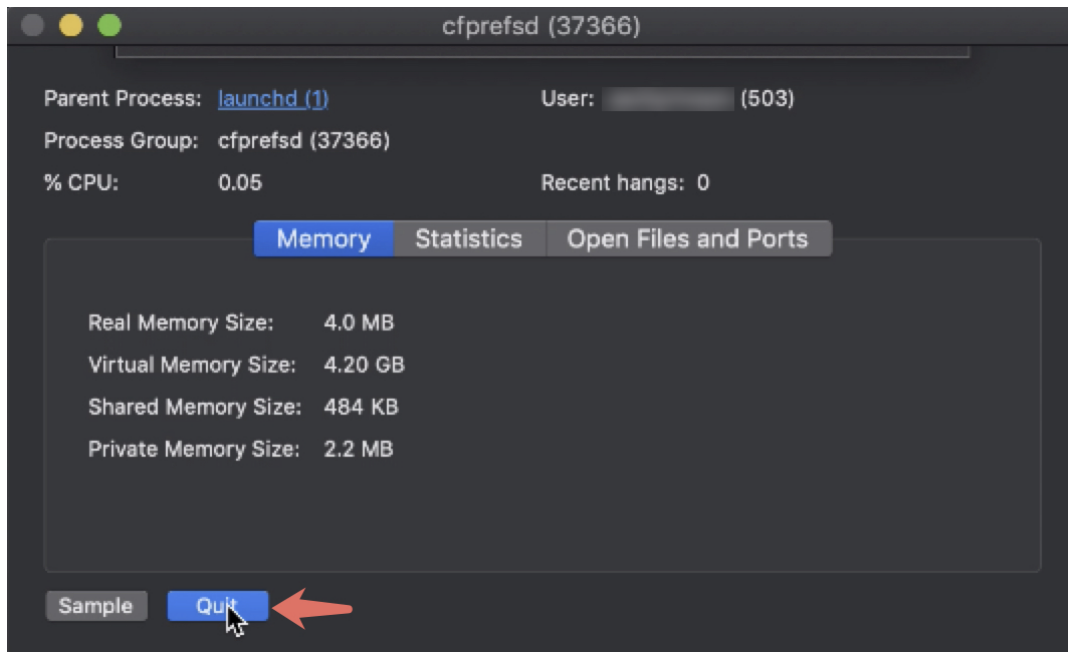
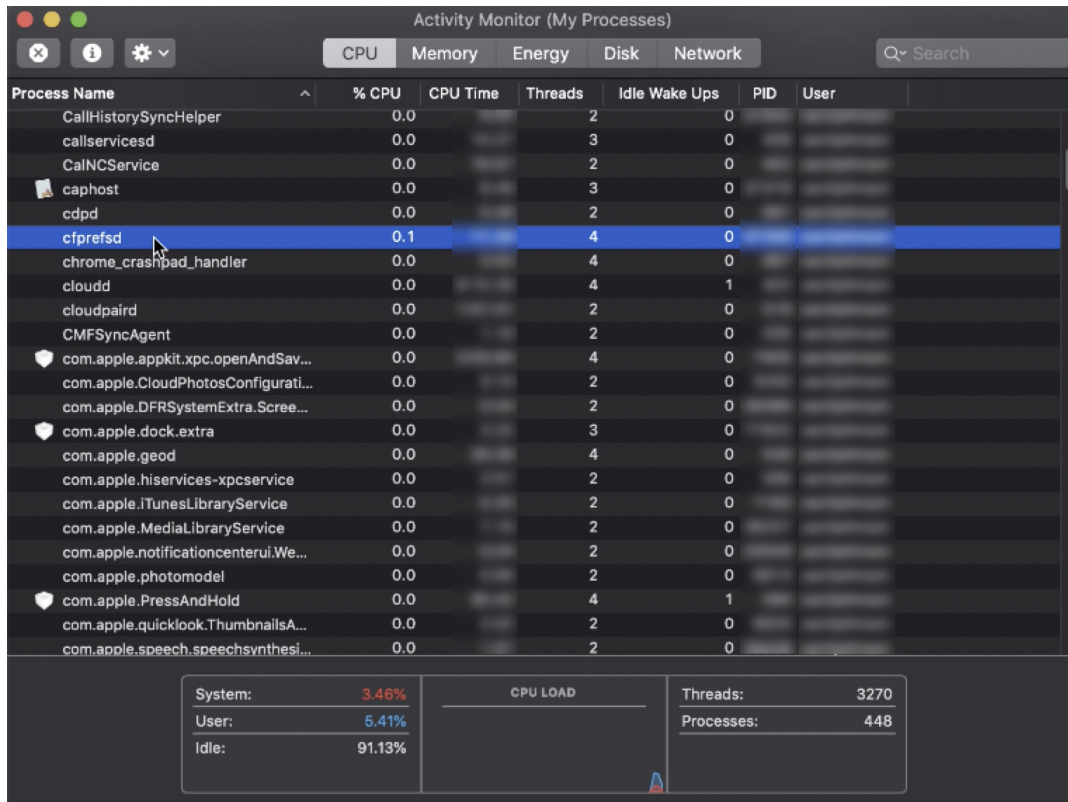
5. Verify the configuration has been added correctly by copying and pasting this command: **plutil -p ~/Library/Preferences/ZoomChat.plist** > Press Enter > If successfully added "enable.memlog.file" => "true" will be listed in the listed configuration

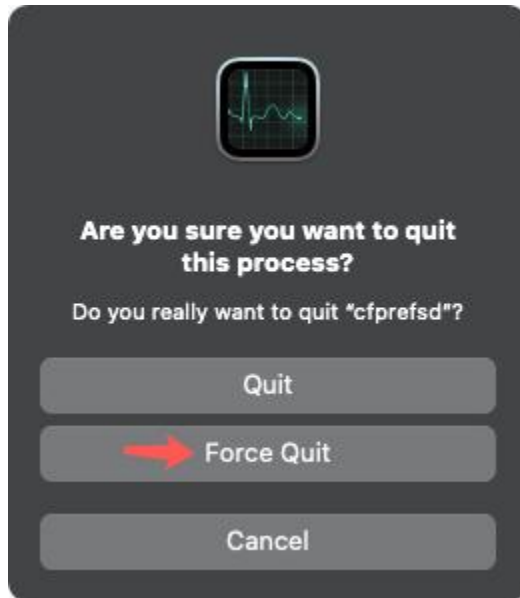
```
— -bash — 80x24
{
  "AS" => {
    "lastsharerect" => "412,-833,1037,691"
  }
  "AutoFitWindow4ViewingSharing" => "true"
  "conf.webserver" => "https://zoom.us"
  "conf.webserver.vendor.default" => "https://success.zoom.us"
  "enable.memlog.file" => "true"
  "OutlookPlugin.version" => "5.7.0"
  "pt_login_status" => "true"
  "ZMEnableDualMonitor" => "false"
  "ZoomAccessibilityNotAllowAutoHidden" => "true"
  "ZoomEnableShareZoomWindows" => "true"
  "ZoomEnterFullscreenWhenDualMonitorSetted" => "true"
  "ZoomEnterMaxWndWhenViewShare" => "false"
  "ZoomFitDock" => "false"
  "ZoomFitXPos" => "2934"
  "ZoomFitYPos" => "1684"
  "ZoomRememberPhoneKey" => "true"
  "ZoomRemoteControlAlwaysShowToolbar" => "true"
  "ZoomShouldShowSharingWithSplitView" => "true"
  "ZoomStereo" => "true"
}
C02XK3FKJG5L:~ $
```

6. Press cmd+spacebar and enter **Open Activity Monitor**

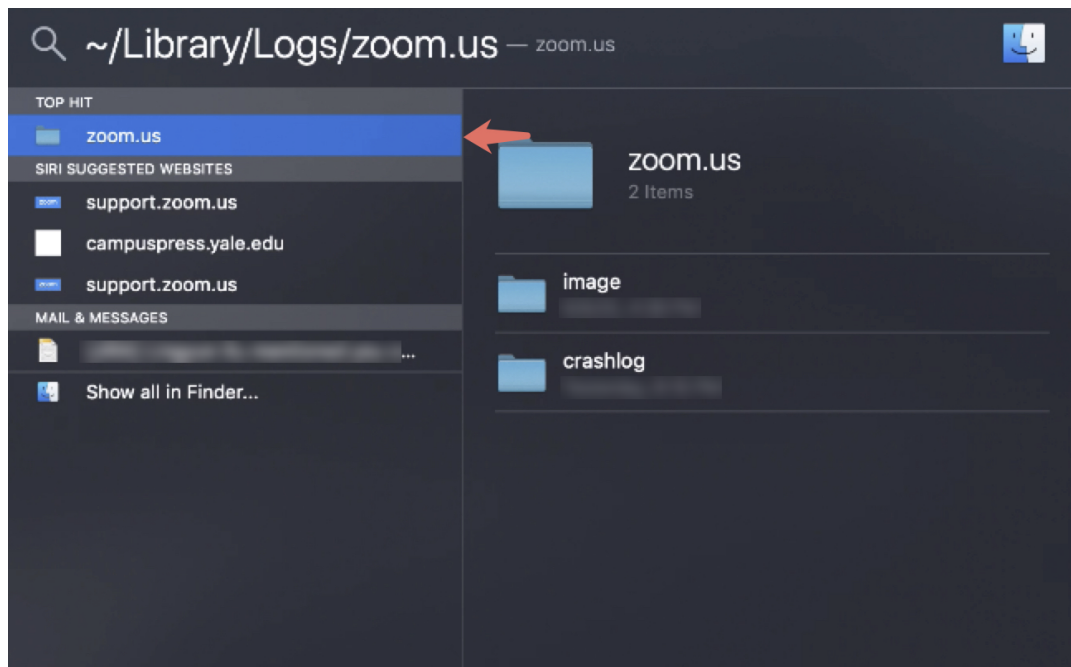


7. Find the following process **cfprefsd**, double click on the process name, click **“Quit”** then **“Force Quit”** to end cfprefsd process of current user

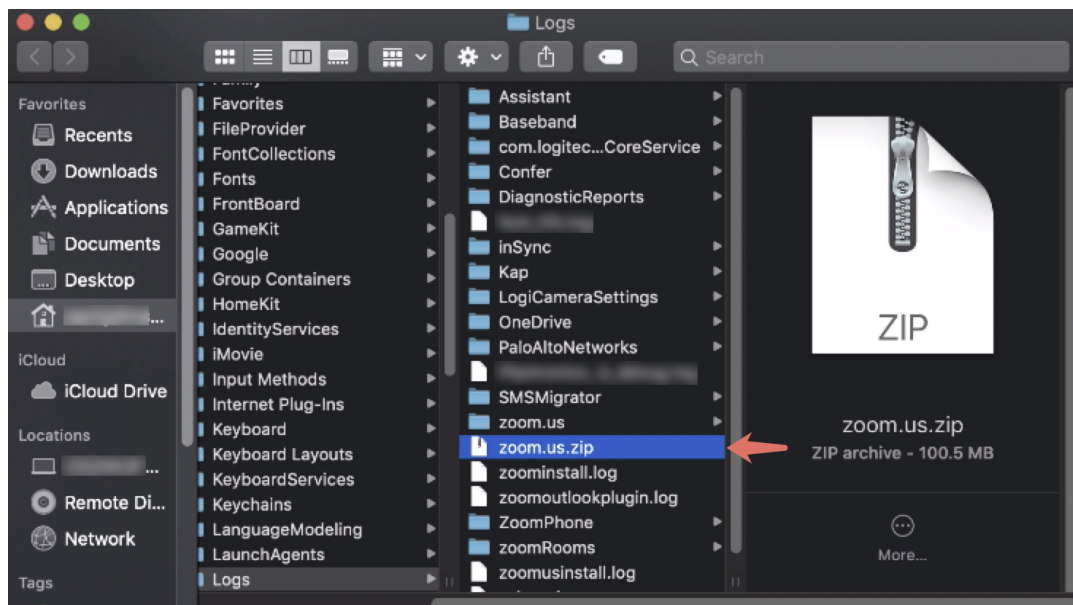
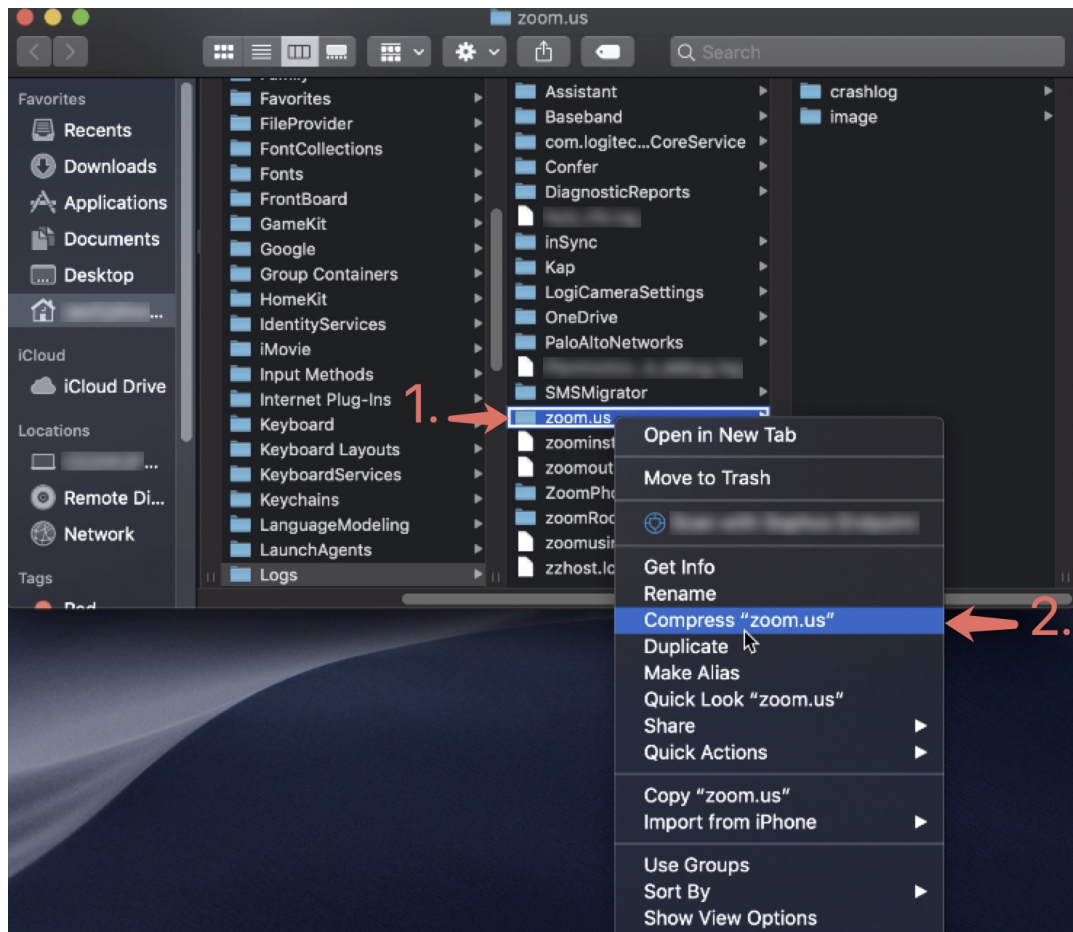




8. Relaunch Zoom client
9. Reproduce the issue
10. **Exit/Quit** the Zoom desktop application
11. Repeat Step 3 and Copy and paste the following command **plutil -remove "enable\\memlog\\file" ~/Library/Preferences/ZoomChat.plist** in the Terminal > Press Enter
12. Press cmd+spacebar and enter **~/Library/Logs/zoom.us**



13. Right-Click the **zoom.us** folder and click **Compress "zoom.us"**



14. Send the compressed zoom.us.zip file to Zoom for analysis