red_hat_

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https://atl.kr/dokuwiki/doku.php/red_hat_%EA%B8%B0%EC%88%A0%EB%AC%B8%EC%9D%98_%EB%93%B1%EB%A1%9D%EC%8B%9C_%ED%81%B0_%ED%8C%8C%EC%9D%BC_%EC%97%85%EB%A1%9C%EB%93%9C

How to provide large files to Red Hat Support

Red Hat solution URL : https://access.redhat.com/solutions/2112

vmcore , rhev logcollector , large sosreports

.

: dropbox.redhat.com

FTP

* FTP   ID   **anonymous**

. <   >   (origin-
dropbox.redhat.com:(none)): anonymous   : test@example.com

```
$ ftp dropbox.redhat.com
origin-dropbox.redhat.com              .
220-+--------------------------------------------------------------+
220-|       Welcome to Red Hat Global Support Services FTP!        |
220-|                                                              |
220-|     Please note: the "ls" command is disabled by design.     |
220-|     You will receive this error if you attempt to run "ls":  |
220-|                                                              |
220-|      ls: 550 Permission denied.                              |
220-|                                                              |
220-|  If you are uploading a file for Technical Support, you      |
220-|  must include your support ticket number in the filename     |
220-|  and inform your technician of the upload. Files with names  |
220-|  that do not follow this convention, such as vmcore or       |
220-|  vmcore.gz will be deleted.                                  |
220-|                                                              |
220-|  To upload a core successfully, please do the following:     |
220-|                                                              |
220-|  ftp> cd incoming                                            |
220-|  ftp> put [casenumber]-[file]                                |
220-|                                                              |
220-|     - Active and passive transfers are supported.            |
220-|     - Upload resume is supported.                            |
220-|     - Explicit SSL (FTPES) is supported.                     |
220-+--------------------------------------------------------------+
220
200 Always in UTF8 mode.
    (origin-dropbox.redhat.com:(none)): anonymous
331 This FTP server is anonymous only.
   :
```

* /incoming

```
ftp> cd incoming
+----------------------------------------------------------------+
|           Welcome to Red Hat Global Support Services FTP!      |
|                                                                |
|      Please note: the "ls" command is disabled by design.      |
|      You will receive this error if you attempt to run "ls":   |
|                                                                |
|       ls: 550 Permission denied.                               |
|                                                                |
|  If you are uploading a file for Technical Support, you        |
|  must include your support ticket number in the filename       |
|  and inform your technician of the upload. Files with names    |
|  that do not follow this convention, such as vmcore or         |
|  vmcore.gz will be deleted.                                    |
|                                                                |
|  To upload a core successfully, please do the following:       |
|                                                                |
|  ftp> cd incoming                                              |
|  ftp> put [casenumber]-[file]                                  |
|                                                                |
|     - Passive transfers are supported, if you require active   |
|       transfers please connect to origin-dropbox.redhat.com    |
|     - Upload resume is supported.                              |
+----------------------------------------------------------------+
250 Directory successfully changed.
ftp>
```

* passive

```
ftp> passive
Passive mode off.
ftp> passive
Passive mode on.
ftp>
```

```
ftp> literal pasv
227 Entering Passive Mode (xxx,xxx,xxx,xxx,xxx,xx)
ftp>
```

*

```
ftp> put [filename]
```

```
ftp> bye
221 Goodbye.
```