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red_hat_
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2016/02/04 - -
07:50 -

How to provide large files to Red Hat Support

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

vmcore , rhev logcollector , large sosreports
 가
 : 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.
:
```

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* /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]
```

가

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

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