

How to provide large files to Red Hat Support 3

 FTP 3

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.
:
```

* /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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