

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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Last update: 2016/02/04 07:50

