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.
```