

How to provide large files to Red Hat Support	3
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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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