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How to provide large files to Red Hat Support

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

레드햇에 기술문의 등록 시 vmcore , rhev logcollector , large sosreports 등 큰 파일을 첨부 할시 웹 화면에 있는 파일 첨부로는 첨부이 안되어 따로 업로드를 진행 해야 한다.

업로드 경로 : dropbox.redhat.com

FTP 이용 전송 방법

* FTP 로그인 로그인시 ID 는 무조건 **anonymous** 로 하여야 하며 패스워드는 레드햇 서브스크립션 계정의 사용자 정보에 있는 이메일 계정으로 접속해야 한다. < 예시 > 사용자(origin-dropbox.redhat.com:(none)): anonymous 암호: test@example.com

```
$ ftp dropbox.redhat.com
origin-dropbox.redhat.com에 연결되었습니다.
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.
사용자(origin-dropbox.redhat.com:(none)): anonymous
331 This FTP server is anonymous only.
암호:
```

* /incoming 디렉토리로 이동

```
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 모드 설정

리눅스에서 접속하여 사용시

```
ftp> passive
Passive mode off.
ftp> passive
Passive mode on.
ftp>
```

윈도우에서 접속하여 사용시

```
ftp> literal pasv
227 Entering Passive Mode (xxx,xxx,xxx,xxx,xxx,xx)
ftp>
```

* 파일 업로드

```
ftp> put [filename]
```

아래와 같은 메시지가 출력됐을 경우 업로드 종료

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

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