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1. Proxy server detail

Since we got a slow proxy server network in sites E,F,H. We should use the following options to upload the core,trace(trc),perfstat etc

- a) Use XO proxy server for all the uploads (**ftpproxy.xo.corp.services**)

2. **Finding the core file:** When we have a panic on filers, the core files will be saved under /etc/crash folder. Crash folder can be accessed by mounting the filer vol0(go to the respective dfm server and mount the filer like this ,

```
nerstrand:~ # cd /filers/eg-nascorp-b04
```

```
nerstrand:/filers/eg-nascorp-b01 # pwd
/filers/eg-nascorp-b04
```

```
nerstrand:/filers/eg-nascorp-b01 # cd crash/
```

```
nerstrand:/filers/eg-nascorp-b01/crash # pwd
/filers/eg-nascorp-b04/crash
```

Once under the crash folder , copy the core file to centralized core directory location under (/filers/admin/core),

```
nerstrand:/filers/eg-nascorp-b01/crash # pwd
/filers/eg-nascorp-b01/crash
```

```
nerstrand:/filers/eg-nascorp-b01/crash # ls -l
total 3367784
drwxr-xr-x 4 root root    4096 2006-11-05 01:10 aggregates
-rw-r--r-- 1 root root      6 2006-11-05 01:22 bounds
-rw-r--r-- 1 root root 2222690331 2011-04-10 23:42 core.101167606.2011-04-11.01_38_02.nz
-rw-r--r-- 1 root root 1222176795 2008-11-17 18:39 core.101173838.2008-11-18.00_34_10.nz
-rw----- 1 root root   175652 2011-04-10 23:47 mini-core.101167606.2011-04-11.01_38_02
-rw----- 1 root root   171556 2008-11-17 18:40 mini-core.101173838.2008-11-18.00_34_10
nerstrand:/filers/eg-nascorp-b01/crash # cp core.101167606.2011-04-11.01_38_02.nz /filers/admin/core/
```

```
nerstrand:/filers/eg-nascorp-b01/crash # ls -l /filers/admin/core/
total 2174872
-rw-r--r-- 1 root root 2222690331 2011-12-12 03:30 core.101167606.2011-04-11.01_38_02.nz
```

3. Splitting the bigger core file :

Use the Unix split command to split the core files in to 1GB pieces, which helps to upload the core files faster. When split command is executed this will automatically split the file in to pieces.

Command : split -b 1024m <prefix> <corefilename>

Eg : split -b 1024m 2002684481.core.101167606.2011-04-11.01_38_02.nz 2002684481.core.101167606.2011-04-11.01_38_02.nz

```
nerstrand:/filers/admin/core #
nerstrand:/filers/admin/core #
nerstrand:/filers/admin/core # split -b 1024m core.101167606.2011-04-11.01_38_02.nz core.101167606.2011-04-11.01_38_02.nz
nerstrand:/filers/admin/core # ls -l
total 4349760
-rw-r--r-- 1 root root 2222690331 2011-12-12 03:30 core.101167606.2011-04-11.01_38_02.nz
-rw-r--r-- 1 root root 1073741824 2011-12-12 03:43 core.101167606.2011-04-11.01_38_02.nz.xaa
-rw-r--r-- 1 root root 1073741824 2011-12-12 03:43 core.101167606.2011-04-11.01_38_02.nz.xab
-rw-r--r-- 1 root root   75206683 2011-12-12 03:43 core.101167606.2011-04-11.01_38_02.nz.xzc
nerstrand:/filers/admin/core #
nerstrand:/filers/admin/core #
nerstrand:/filers/admin/core #
```

4. Method to upload

Once the core file is splitted use the following. From most of the dfm server XO ftp proxy server is accessible. Go to the respective core file directory (/filers/admin/core) and do the following steps,

FTP proxy server: **ftpproxy.xo.corp.services**

Username : anonymous@ftp.netapp.com Santhana --> username is all their individual names

Password : Email id (Santhana.ramasamy@thomsonreuters.com) --> passwd is all of your own email id's

Folder location : to-ntap

ftp command : put core.<sequence_number>.nz <case_number>.core.<sequence_number>.nz

eg :

```
ftp> put core.101167606.2011-04-11.01_38_02.nz 2002684481.core.101167606.2011-04-11.01_38_02.nz
local: core.101167606.2011-04-11.01_38_02.nz remote: 2002684481.core.101167606.2011-04-11.01_38_02.nz
ftp: local: core.101167606.2011-04-11.01_38_02.nz: No such file or directory
ftp> put core.101167606.2011-04-11.01_38_02.nz.xaa 2002684481.core.101167606.2011-04-11.01_38_02.nz
local: core.101167606.2011-04-11.01_38_02.nz.xaa remote: 2002684481.core.101167606.2011-04-11.01_38_02.nz
227 Entering Passive Mode (163,231,26,202,133,185)
150 Data connection accepted from 163.231.255.202:49784; transfer starting.
18% |*****
```

```
cmp111mgc.int.westgroup.com - PuTTY
cmp111mgc:~ #
cmp111mgc:~ # ftp ftpproxy.xo.corp.services
Connected to internet.xo.corp.services.
220-*****
220-*
220-* This is a private machine and network storing proprietary information. *
220-* Access must be approved by "the management of this organization". *
220-* Users may not copy, add, delete, modify or use information on this *
220-* system or network without express permission of "the management of *
220-* this organization". *
220-* *
220-* External users are being monitored. Unauthorized attempts to login *
220-* are recorded. Intruders will be prosecuted. *
220-* *
220-*****
220 [002-0018] chatham.int.westgroup.com FTP proxy 5.2.0 ready.
Name (ftpproxy.xo.corp.services:netapp): anonymous@ftp.netapp.com santhana
331- ( [002-0059] Firewall connected to ftp.netapp.com (216.240.18.101).)
331-(220 ftp.netapp.com NcFTPD Server (licensed copy) ready.)
331 Guest login ok, send your complete e-mail address as password.
Password:
230-You are user #4 of 100 simultaneous users allowed.
230-
230-
230- Welcome to NetApp FTP server.
230-This server is for the use of NetApp customers and employees only.
230- All other use is prohibited.
230-
230-
230-To upload ONTAP core files, change directories to to-ntap.
230-To upload Netcache core files, change directories to incoming/cs/netcache.
230-Please use Binary mode to upload files.
230-
230-
230-NOTE: You must open a Customer case/call record
230- before transferring the core file.
230-
230-To upload ONTAP core files
230-
230- ftp> cd to-ntap
230- ftp> bin
230- ftp> put core.<sequence_number>.nz <case_number>.core.<sequence_number>.nz
230-
230-To upload NetCache core files
230-
230- ftp> cd incoming/cs/netcache
230- ftp> bin
230-
230- ftp> put core.<sequence_number>.nz <case_number>.core.<sequence_number>.nz
230-
230-
230- Example:
230- ftp> put core.3.nz 82329.core.3.nz
230- Example:
230- ftp> put core.3.nz 82329.core.3.nz
230-
230-HTTP/HTTPS are also available for core/trace/stat/log files uploads.
230-See http://upload.netapp.com for details.
230-
230 Logged in anonymously.
Remote system type is UNIX.
Using binary mode to transfer files.
ftp> cd to-ntap
250 "/incoming/cs/ontap" is new cwd.
ftp> bin
200 Type okay.
ftp> █
200 Type okay.
ftp> put 2002684481.core.101167606.2011-04-11.01_38_02.nz
ftp> put 2002684481.core.101167606.2011-04-11.01_38_02.nz
local: 2002684481.core.101167606.2011-04-11.01_38_02.nz remote: 2002684481.core.101167606.2011-04-11.01_38_02.nz
500 [002-0132] Command not understood.
227 Entering Passive Mode (163,231,26,202,141,244)
150 Data connection accepted from 163.231.255.202:35438; transfer starting.
0% |
| 19872 KB 903.12 KB/s 39:41 ETA █

ftp> put core.101167606.2011-04-11.01_38_02.nz 2002684481.core.101167606.2011-04-11.01_38_02.nz
local: core.101167606.2011-04-11.01_38_02.nz remote: 2002684481.core.101167606.2011-04-11.01_38_02.nz
ftp: local: core.101167606.2011-04-11.01_38_02.nz: No such file or directory
ftp> put core.101167606.2011-04-11.01_38_02.nz.xaa 2002684481.core.101167606.2011-04-11.01_38_02.nz
local: core.101167606.2011-04-11.01_38_02.nz.xaa remote: 2002684481.core.101167606.2011-04-11.01_38_02.nz
227 Entering Passive Mode (163,231,26,202,133,185)
150 Data connection accepted from 163.231.255.202:49784; transfer starting.
18% |*****
```

Conclusion:

After following all the above steps this should help to upload the files to netapp successfully.