

# Global Customer Services Support Services Serviceability (SSS)

## Sun Support Files

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# What is Sun Support Files ?

A service that enables Sun customers and field engineers to transfer core, explorer and other files securely to Sun.

# Ways to upload and download file

- Customers can use any of the following ways to transfer a file to Sun
  - > Web browser using https
  - > Freeware tool called CURL
  - > Anonymous FTP
- Web and CURL are secure while anonymous FTP is not
- CURL is available through following ways
  - > Sun Explorer version 5.5 or later from <http://sunsolve.sun.com/explorer> and use the version of CURL which this package installs into /opt/SUNWexplo/bin.
  - > Visit <http://www.sunfreeware.com> and download the latest version of CURL available for your version of Solaris.

# Customer can upload file to

- To upload core and other files use
  - > [supportuploads.sun.com](http://supportuploads.sun.com)
- To upload explorer files use one of following
  - > [explorer-amer.sun.com](http://explorer-amer.sun.com)
  - > [explorer-emea.sun.com](http://explorer-emea.sun.com)
  - > [explorer-apac.sun.com](http://explorer-apac.sun.com)

For backwards compatibility with existing automated scripts, customers can still use [supportfiles.sun.com](http://supportfiles.sun.com), [ftp.sun.co.uk](http://ftp.sun.co.uk) and [sunsolve.sun.co.uk](http://sunsolve.sun.co.uk) to upload explorer files.

# Upload directory locations (1)

- Following are various upload directories for core files
  - > cores
  - > europe-cores/asouth/incoming
  - > europe-cores/ch/incoming
  - > europe-cores/de/incoming
  - > europe-cores/fr/incoming
  - > europe-cores/se/incoming
  - > europe-cores/uk/incoming
  - > iplanetcores

# Upload directory locations (2)

- Following are various upload directories for explorer files
  - > explorer
  - > explorer-amer
  - > explorer-apac
  - > explorer-emea

# Customer can download file from

- Customers can download any file using
  - > <https://supportuploads.sun.com/download/>
  - > ftp supportuploads.sun.com
- Following are various download directories
  - > downloads
  - > europe-cores/asouth/downloads
  - > europe-cores/ch/downloads
  - > europe-cores/de/downloads
  - > europe-cores/fr/downloads
  - > europe-cores/se/downloads
  - > europe-cores/uk/downloads
  - > iplanetdownloads

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