



# OpenShift Container Platform 4.1

## Support

Getting support for OpenShift Container Platform 4.1



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## Abstract

This document provides information on getting support from Red Hat for OpenShift Container Platform. It also contains information on remote health monitoring through Telemetry and the Insights Operator.

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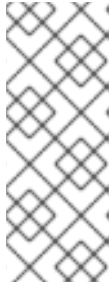


# CHAPTER 1. GETTING SUPPORT

## 1.1. GETTING SUPPORT

If you experience difficulty with a procedure described in this documentation, visit the [Red Hat Customer Portal](#). Through the Customer Portal, you can:

- Search or browse through the Red Hat Knowledgebase of technical support articles about Red Hat products.
- Submit a support case to Red Hat Support.



### NOTE

When submitting a support case, it is recommended to provide the following information about your cluster to Red Hat Support to aid in troubleshooting:

- Data gathered using the **oc adm must-gather** command
  - The unique cluster ID
- Access other product documentation.

If you have a suggestion for improving this documentation or have found an error, please submit a Bugzilla report at <http://bugzilla.redhat.com> against the **OpenShift Container Platform** product for the **Documentation** component. Please provide specific details, such as the section name and OpenShift Container Platform version.

## CHAPTER 2. GATHERING DATA ABOUT YOUR CLUSTER

When opening a support case, it is often helpful to provide debugging information about your cluster to Red Hat Support.

It is recommended to provide:

- Data gathered using the [oc adm must-gather](#) command
- The [unique cluster ID](#)

### 2.1. GATHERING DATA ABOUT YOUR CLUSTER FOR RED HAT SUPPORT

The **oc adm must-gather** CLI command collects the information from your cluster that is most likely needed for debugging issues, such as:

- Resource definitions
- Audit logs
- Service logs

#### Prerequisites

- Access to the cluster as a user with the **cluster-admin** role.

#### Procedure

1. Run the **oc adm must-gather** command:

```
$ oc adm must-gather
```

This creates a Pod on the cluster to perform the data collection on. All of the collected resources and data from your cluster are saved in the current directory in a new directory that starts with **must-gather.local**.

2. Create a compressed file from the **must-gather** directory. For example, on a computer that uses a Linux operating system, run the following command:

```
$ tar cvaf must-gather.tar.gz must-gather.local.5421342344627712289/
```

3. Attach the compressed file to your support case on the [Red Hat Customer Portal](#).

### 2.2. OBTAINING YOUR CLUSTER ID

When providing information to Red Hat Support, it is helpful to provide the unique identifier for your cluster. You can obtain your cluster ID by using the OpenShift CLI (**oc**) or by using the OpenShift Container Platform web console.

#### Prerequisites

- Access to the cluster as a user with the **cluster-admin** role.



- The OpenShift Container Platform CLI (**oc**) installed.

### Procedure

- To obtain your cluster ID using the OpenShift CLI (**oc**), run the following command:

```
$ oc get clusterversion -o jsonpath='{.items[].spec.clusterID}'
```

- To obtain your cluster ID using the OpenShift Container Platform web console:
  - a. Navigate to **Administration** → **Cluster Settings**.
  - b. The value is available in the **Cluster ID** field of the **Overview** tab.