

## Support

Each of the research groups which has equipment installed on the Aurora infrastructure will have nominated two people to Janet to act as project contacts. These people will represent projects and will liaise with Janet as needed. It is expected that there will be two typical circumstances when this will be needed, requests for access to Aurora locations in order to install or maintain equipment, and reporting problems with the infrastructure. These are described in more detail below.

### Requests for Access

Project equipment is installed at both the University sites and the intermediate locations along the fibre routes - in the latter case these are typically fibre amplifiers and dispersion compensators.

### Reporting problems with the Aurora infrastructure

If problems are suspected with the Aurora infrastructure, these should be reported to the JANET network contact at the site who will then report the issue to the [Janet Service Desk](#) <sup>[1]</sup> in the same way faults are reported with other JANET services.

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**Source URL:** <https://community-stg.jisc.ac.uk/library/support>

#### Links

[1] <http://www.ja.net/services/contact.html>