

Ownership and maintenance of routers

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Some Janet sites own the router that connects their LAN to the Janet access link. In this case they are also responsible for the management and configuration of these routers and for maintenance arrangements.

There are, however, a large number of FE colleges whose router was supplied and is owned by Janet(UK). In these circumstances the router is covered by a Janet(UK) maintenance contract. Most of these sites also receive assistance in supporting their access router from their JISC RSC or RNO. Janet(UK) informs the RSC of the fault reporting number for router problems; the RSC decides whether or not to pass the number on, depending on the level of support they provide to colleges.

Router maintenance includes both hardware and software support. The manufacturer Cisco® periodically releases newer IOS images with bug fixes and/or new features. Upgrading a router's software should result in improved system performance and reliability.

Reconfiguring a Site Access Router

Please note that reconfiguration of a router should only be undertaken by experienced technical staff. The site network may become inaccessible to the outside world or the equipment may be badly damaged if a mistake is made. It is also possible that the maintenance contract may be invalidated. Please contact the [Janet Service Desk](#) ^[1] if it is not clear who should be responsible for making changes to a configuration of a site access router after the site's Janet connection has been brought into service.

Janet Managed Router Service

Janet provides a [Managed Router Service](#) ^[2] for organisations connected to the network, under which the site access router is monitored and managed as part of the Janet service. Janet(UK)'s contractor undertakes all fault diagnosis and resolution work on these routers, either remotely or by an engineer visiting the site. Maintenance of the hardware is also included as part of the service. Maintenance of routers provided to FE colleges by Janet(UK) through the RSCs is available as a chargeable, opt-in service.

Source URL: <https://community-stg.jisc.ac.uk/library/janet-services-documentation/ownership-and-maintenance-routers>

Links

[1] <mailto:service@ja.net>

[2] <https://community.ja.net/library/janet-services-documentation/managed-router-service>