

## Trouble tickets

The trouble ticket system was originally set up to share information about network problems and planned work between the networking experts who maintained JANET. Although access to trouble tickets is now freely available to support staff at sites with a Primary Connection to JANET, the terminology used in the tickets still reflects their very specialised origin.

All JANET-connected organisations are asked to set up a generic e-mail address using the format [operations@sitename.ac.uk](mailto:operations@sitename.ac.uk) <sup>[1]</sup> and then use this as their internal mailing list for all technical staff at their site who should receive this type of information. Please contact the JANET Service Desk by e-mail at [operations@ja.net](mailto:operations@ja.net) <sup>[2]</sup> to register for the service, once this address has been set up.

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/trouble-tickets>

### Links

[1] <mailto:operations@sitename.ac.uk>

[2] <mailto:operations@ja.net>