System Support and Administration

Harvard Aeon Instance
Harvard’s Aeon instance is centrally managed.
- Aeon Administration and Support
- Aeon Changes
- Aeon System Upgrades
- Reporting from Aeon

Aeon Client Application
HUIT and local IT support for professional schools install and the Aeon client.

Note that VPN access through an authorized tunnel (e.g. #hul) is required. If you are connected to the Harvard VPN through a specific tunnel and cannot log in successfully to the Aeon client, submit a ticket to LTS that includes the VPN tunnel you’re using and your IP address when connected.

Aeon Client / ArchivesSpace Containers Add-On
The ArchivesSpace add-on in the Aeon client requires network access to the ArchivesSpace API. Cambridge campus IP addresses should already have access.

For users having trouble connecting to the ArchivesSpace add-on:
- Submit a ticket to LTS
  - Include the VPN tunnel (e.g. #hul, #hcl) you normally use and your IP address when connected
  - Request access to the production ArchivesSpace API for use with the ASpace Containers add-on in Aeon

Aeon Client Accounts
LTS creates and manages Aeon client accounts for staff.
- Request a New Staff Account or Account Changes

Aeon Hosted Server
Atlas Systems hosts Harvard’s Aeon servers (sandbox and production).
- Reporting Aeon Problems
- Atlas Support Tickets

Aeon Network Drive
HUIT maintains a network drive for files that supplement Aeon client functionality.
- Access to the Aeon Network Drive

HOLLIS Requesting
LTS supports Aeon request links from HOLLIS
- Alma Codes for Aeon Requestable Items
- Catalog Record Prep for Aeon

Harvard Library Aeon Listserv
https://calists.harvard.edu/mailman/listinfo/aeon-users