TRACELINK UNIVERSITY

Troubleshoot a problem in OPUS Solution Environment

This topic answers some common troubleshooting scenarios. Contact TraceLink to suggest additional scenarios to include.

I cannot see all the items in the menu

Administrators assign roles that limit users' access to different functions. Depending on the role assigned, users might not see certain items in the main menu, network composer, or side menu. If you cannot see an item that you should see based on a role, verify that you are assigned the correct role. If you still cannot see the appropriate menu items, work with your System Administrator to ensure that you are assigned the correct roles and permissions.

An item I added or edited is not displaying

If you are looking for an item you added or for the edits you made to an item, you might not see them right away. A banner message displays that confirms your updates will display shortly. If you want to see the updates, wait a minute or two before refreshing the page, and your updates will be reflected.

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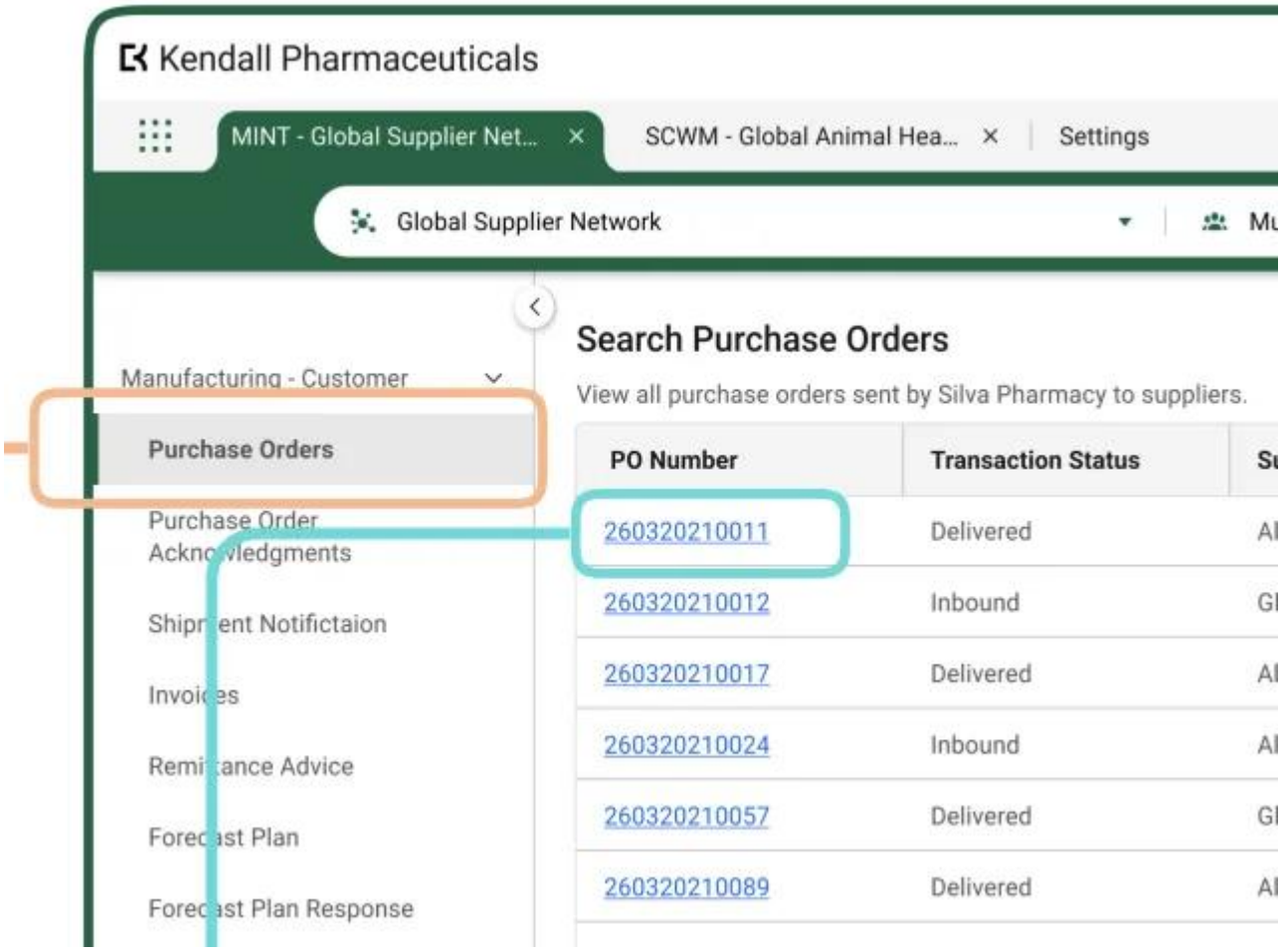


Get Started Designing on the OPUS Platform With OPUS Anthem

Anthem is TraceLink's Design System that establishes consistent design conventions across the OPUS Platform, allowing designers to quickly create solutions that meet various business and user needs.

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