FAQ

TRACELINK UNIVERSITY

OPUS Solution Environment FAQs

This topic answers some frequently asked questions about OPUS Solution Environment (OSE). Contact TraceLink to suggest additional questions to include.

Solutions

What are solutions?

TraceLink apps are extended through **solutions**, which pull together assets that define how the app looks and functions when users interact with it (i.e. the app's data model, pages, workflows, roles, and policies). Solutions available through the Marketplace Catalog can be saved and configured to meet a company's specific use cases and business needs.

What are the different types of solutions?

TraceLink offers three types of solutions:

- **Standard Solutions** – These solutions are preinstalled by TraceLink and are available to all companies. They provide baseline functionality that addresses common requirements across multiple companies. Users cannot configure these solutions, which ensures consistent and reliable deployment.
- **Marketplace Solutions** – These solutions offer a broader range of

© TraceLink Inc. 2009 - 2025 All Rights Reserved

functionality designed to meet specific business needs. Solution Partners and TraceLink internal teams create Marketplace Solutions to address complex challenges within a company and across trade partners. Users cannot configure Marketplace Solutions.

- **Company Solutions** – These solutions are highly configured for a specific company. Solution Designers configure Company Solutions to meet their company's specific needs and processes. Solution Designers can create and configure a new Company Solution either by saving a copy of a Standard Solution or a Marketplace Solution or by creating a new Company Solution from scratch. Company Solutions support extensive configuration of pages, menus, roles, business objects, and workflows providing a flexible and adaptive solution that can evolve with the company’s changing needs.

If TraceLink updates the data model for my Company Solution, how is my solution affected?

The model changes will increment to the next version without breaking your solution. If you are using a base object type (e.g. a business transaction object) and want to leverage new options that come with the data model change (e.g. a new rich field type), you need to update your solution. If you are using a subtype (e.g. a purchase order), you will not receive the changes.

OPUS Solution Environment (OSE)

What is OPUS Solution Environment?

OPUS Solution Environment (OSE) is the next generation of TraceLink's product for creating, searching for, and configuring Company Solutions for your licensed TraceLink products. OSE provides a no-code development environment where Solution Designers can drag and drop components onto a page in their Company Solution and configure the elements in the solution with an intuitive user interface.

What is Solution Builder?

© TraceLink Inc. 2009 - 2025 All Rights Reserved

Solution Builder is the metadata-driven app that provides a framework for solution development.

What solutions are available for Solution Builder?

OPUS Solution Environment (OSE) is the only solution available for Solution Builder.

What is the difference between OPUS Ensemble and OPUS Solution Environment?

OPUS Ensemble is the global user interface that provides access to user tools and the overall layout and navigation for all OPUS solutions. OPUS Solution Environment (OSE) is a separate TraceLink product used to create and configure specific solutions, determining the information users engage with. In short, OPUS Ensemble establishes global interaction patterns and OSE establishes the information within a solution.

Searching in OPUS

Are searches in OPUS case-sensitive?

Searches in OPUS are not case-sensitive.

Configuring a solution

What do I need to know before I start configuring my solution?

OSE provides a simple drag-and-drop interface for creating or editing a solution. Therefore, Solution Developers do not need to know anything about coding or product deployment before starting to configure their solution.

Solution Designers benefit from knowing as much as possible about their company's business objects, data model, required roles and workflows, and overall business needs before starting their work. The more you know about the business object at the center of a page type, the more effectively you can design and create the page type. Solution Designers do not need to be expert OPUS or OSE users, but

© TraceLink Inc. 2009 - 2025 All Rights Reserved

should be experts on their company's business objects.

Which parts of a solution are configurable?

OPUS solutions contain many configurable building blocks, including business objects, workflows, menu structures, roles, policies, and various UI pages (e.g. Search, New, and View/Edit pages).

Can Solution Designers create their own rich field types?

OSE provides a set of predefined rich field types (i.e. data entry fields that allow users to input and format complex content beyond plain text), each of which has a default UI component used by the page type. Solution Designers can use new rich field types in their solutions as they become available. In some cases, there are alternative components for rich field types that can be swapped out during the design process. Solution Designers can also create their own compatible components to replace the defaults, offering flexibility to designers within the existing framework.

If a Solution Designer creates a group in a Company Solution, can it be re-used in another Company Solution?

A group in a Company Solution that is associated with an object type (e.g. purchase order) can only be used in another Company Solution if the solution uses the same object type.

Can Solution Designers control how addresses, phone numbers, or currency appear on a page?

Some rich field types use a display format that can be configured by the Solution Designer while designing the page. When that field appears in a page, it displays in the desired format.

Can I undo or cancel my changes?

OSE does not include a Cancel or Undo button, but users can undo all of the updates made since the last time they saved their changes by navigating to a

© TraceLink Inc. 2009 - 2025 All Rights Reserved

different page within OSE (i.e. selecting a different menu item in the side menu). There is no way to undo or redo a single action.

Can I drag menu items between submenus when configuring my side menu?

No. You can drag menu items within a submenu to change their order, but you cannot drag a menu item to a different subment. To add a menu item to a submenu, you must select the submenu before selecting the Add button.

OSE roles

What roles can be assigned to Solution Builder users?

- Company Solution Developer – Allows users to create, configure, and manage Company Solutions.
- Standard Solution Developer – Internal role to be assigned only to TraceLink solution designers. Do not assign this role to users.

How do roles provide users with access?

Roles group a set of permissions for specific actions (either in the UI or via API), side menu items, and data within an app. The solution applied to the app or its network determines which roles are available. Administrators assign users to roles when they assign users to an app, its network, or its Links.

Owners assign specific roles to Links, allowing their Partners to assign those roles to the Partner users with access to the Link.

Configuring roles in a solution

How do I add or edit roles?

Companies must own OPUS Solution Environment (OSE) to add or edit roles. If your company owns OSE and you also have the Solution Designer role assigned, you can add new roles to a Company Solution or edit existing roles by navigating to OSE and selecting Roles in the side menu. If your company does not own OSE, then

© TraceLink Inc. 2009 - 2025 All Rights Reserved

contact TraceLink Support for more information.

OPUS Platform

What are the password requirements for TraceLink SSO?

Passwords must be a minimum of 8 characters, must *not* be your email, and must include at least one:

- Numerical digit
- Lowercase letter
- Uppercase letter
- Special character

If your company was enabled on the OPUS from Track & Trace Services, the following password settings from Track & Trace Services apply:

- Number of previous passwords that cannot be reused.
- Number of login attempts allowed before the account is locked.
- Number of days until the password expires.

If your company was *not* originally enabled on Track & Trace Services, the following default settings apply to TraceLink SSO:

- The previous 6 passwords cannot be reused.
- 5 login attempts are allowed before the account is locked.
- Passwords expire in 30 days.

Which browsers does OPUS support?

OPUS supports the following web browsers:

- **Google Chrome** (recommended): Versions 57, 68, 74, or above
- **Microsoft Edge**: Version 113 or above

For the most stable and optimized performance, use Google Chrome. When

© TraceLink Inc. 2009 - 2025 All Rights Reserved

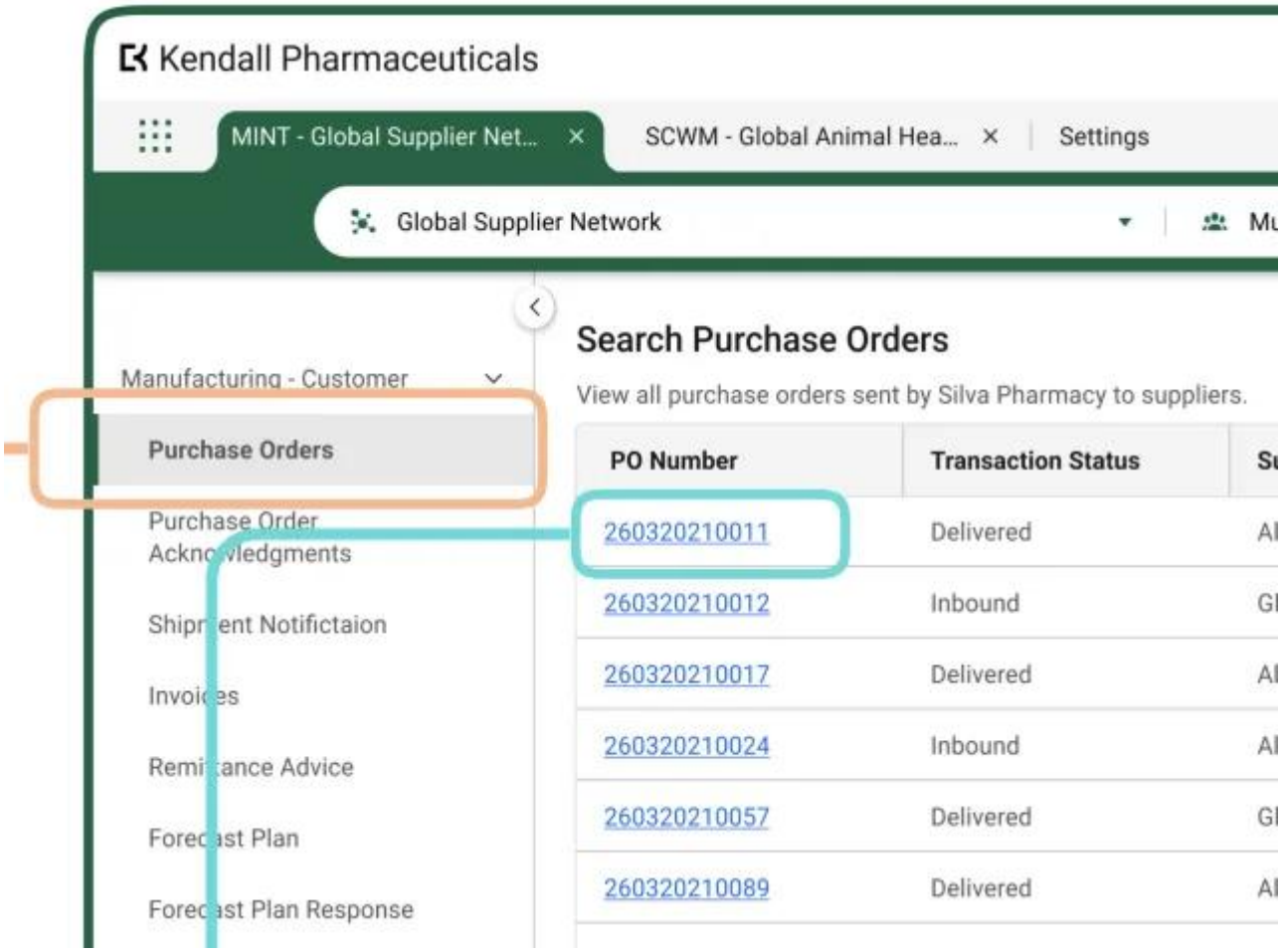
using Microsoft Edge, additional configuration may be required to ensure optimal performance. See the *My OPUS experience is slow in Microsoft Edge* in the *Troubleshoot a Problem* topic for Microsoft Edge-specific guidance.

- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

The OPUS supports the following mobile browsers:

- **Google Chrome Mobile**: Version 80.0 or above
- **Android Web View**: Version 80.0 or above
- **iOS Safari**: Version 13.1 or above

Related Content



© TraceLink Inc. 2009 - 2025 All Rights Reserved

Understanding Page Types within the OPUS Solution Environment (OSE)

Page types enable Solution Designers to efficiently create user-friendly pages using a drag-and-drop interface, allowing them to organize information for optimal usability.
View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved