TRACELINK UNIVERSITY

Troubleshoot a problem in the OPUS Platform

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

General

I can't find my solution, Partner, or network in OPUS Ensemble

If a solution is not available in the Main Menu, the tab label of a solution is incorrect, or you cannot find your desired solution or Partner, contact your TraceLink Administrator to verify that you have the correct role to access the desired solutions and Networks. If the role is correct, the Administrator may need to liaise with a Solution Designer to ensure the role has the correct permissions.

Navigation

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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