TRACELINK UNIVERSITY

Troubleshoot a problem in Multienterprise Information Network Tower

General

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 Process drop-down or the side menu. If you cannot see a specific menu 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.

My OPUS experience is slow in Microsoft Edge

Google Chrome provides the most stable and optimized experience for OPUS.

If you prefer to use Microsoft Edge, TraceLink recommends updating the browser

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settings to prevent performance throttling.

Optimize for Performance

To make sure OPUS session stays active in the background during periods of inactivity.

1. Open **Microsoft Edge**.
2. Select the Settings and more icon (...) in the top-right corner.
3. Select Settings.
4. Select System and performance.
5. Select Performance.
6. Locate the Always keep these sites active section.
7. Select Add site.
8. Enter `https://opus.tracelink.com`.
9. Click Add.

Manage Enhanced Security

To make sure the browser's security filters allow the platform's advanced interactive features to run without interruption.

1. Select the Settings and more icon (...) in the top-right corner.

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2. Select Settings.
3. Select Privacy, search, and services.
4. Select Security.
5. Select Enhance your security on the web.
6. Select Site preferences for enhanced security.
7. In the Never use enhanced security for these sites section, select Add site.
8. Enter `https://opus.tracelink.com`.
9. Click Add.

Enable Advanced Process Isolation

Enable dedicated OPUS Platform processing to optimize browser memory and resource handling.

1. Open **Microsoft Edge**.
2. In the Microsoft Edge address bar, enter `edge://flags`.
3. Search for **Strict-Origin-Isolation**, and set the flag to Enabled.
4. Search for **Origin-keyed Processes by default**, and set the flag to Enabled.
5. Select Restart to apply the changes.

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Restart the browser after completing these steps. If these options are unavailable or disabled, contact the internal IT team to update browser policies.

Some settings may appear under different labels in older versions of Microsoft Edge.

Are these changes safe?

These changes are safe:

- **Applies only to OPUS** – The updates affect only `https://opus.tracelink.com/`. All other sites remain unchanged.
- **Security protections remain active** – Antivirus, firewall, and Microsoft Defender SmartScreen continue to run.
- **Improves performance** – Enhanced Security disables Just-In-Time (JIT) compilation, which can reduce performance for OPUS.
- **Uses standard browser behavior** – This change restores Microsoft Edge to standard performance mode for a trusted site.

Help center

The API guideline I exported to Excel is incomplete

There is a known issue in the documentation where some API guidelines that are exported to Excel via the Download icon display only a portion of the entire guideline. This issue will be fixed in a future revision.

The API example I copied and pasted has invalid formatting

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There is a known issue in the documentation where the example might have extra spaces or quotation marks added if copied through a Chromium-based browser (e.g. Google Chrome, Microsoft Edge). This issue will be fixed in a future revision. For now, if this problem results in a validation error, either:

- Manually copy the example by highlighting the full text, right-clicking, and selecting Copy.

  or

- Use a non-Chromium-based browser (e.g. Apple Safari) to copy the example.

Error messages and notifications

The table contains detailed guidelines for errors occurring in MINT and displays error banners for users. Also, the notification delivery option for the owner and partner includes workflow step failure and the cause of failure.

Error message	Description
Invalid Workflow Step Encountered	The error occurs if the specified object has more than one object relating to the specified ID.
Payload Not Found at Specified S3 Path	The error occurs if business transaction object is empty or null.
Unknown Error During Canonical Copying or Master Data Lookup	The error occurs if the source is present, but there is no matching entry in the lookup file.
Attachment failure.	The error occurs if source is empty or null.
Company details are missing or unavailable in the master data	The error occurs if source is empty or null, or no matching entry in the lookup file.
Missing Identifier in Master Data	The error occurs if identifiers are empty or null in the lookup file.
Unhandled Exception While Retrieving Owner or Partner Details	The error occurs if source is empty or null.
Invalid Last Step Detected in Draft Submission Flow	The error occurs if source is empty or null.
Invalid Result Code in Workflow	The error occurs if result code is empty or null, or no matching values.
Invalid message type: ${incomingMessageType}	The error occurs if message type is empty or null.
Missing B2B response during JSLT map processing	The error occurs if the mapping logic is triggered, but output is empty or null.

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Error message	Description
Unexpected Error During JSLT MAP Transformation	The error occurs if error in transformation logic, or source is empty or null.
Failure in Canonical to Business Transaction Object Transformation	The error occurs if canonical message is incompatible with the input schema, or source is empty or null.
Transformation result not found.	The error occurs if the map executes successfully, but output is empty or null.
Invalid message type: ${incomingMessageType}	The error occurs if message type is empty or null.
Missing B2B response during JSLT map processing	The error occurs if the mapping logic is triggered, but output is empty or null.
Canonical processing failed.	The error occurs if the presigned URL is empty or null.
Invalid Workflow Step Encountered	The error occurs if the specified object has more than one object relating to the specified ID.
Failure in Canonical to Business Transaction Object Transformation	The error occurs if canonical message is incompatible with the input schema, or source is empty or null.
Transformation result not found.	The error occurs if the map executes successfully, but output is empty or null.
Invalid message type: ${incomingMessageType}	The error occurs if message type is empty or null.
Outbound Trigger Failure for Transaction	The error occurs if outbound processing flow is empty or null.
${b2bResponse}	The error occurs if B2B integration flow is empty or null.
Transformed File Missing at Presigned URL Provided by B2B	The error occurs if the post-transformation file using a presigned URL is empty or null.
Invalid message type: ${incomingMessageType}	The error occurs if message type is empty or null.
Outbound Processing Failure	The error occurs if outbound processing flow is empty or null.
Invalid Workflow Step Encountered	The error occurs if the specified object has more than one object relating to the specified ID.
Exception in instantiating transaction to Conclude Outbound Stage	The error occurs if transaction metadata is empty or null.
${b2bResponse}	The error occurs if B2B integration flow is empty or null.

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