FAQ

TRACELINK UNIVERSITY

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Report Builder FAQs

This topic answers some frequently asked questions about Report Builder. Contact TraceLink to suggest additional questions to include.

General

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 in the Marketplace Catalog can be saved as Company Solutions and configured to meet a company's specific use cases and business needs.

What solutions are available for Report Builder?

Report Builder is included with the OPUS Platform and does not have its own solution.

Roles

What roles can be assigned to Report Builder users?

The roles available to OPUS users are determined by the solutions applied to the apps and networks available to the user. The following roles are available to all users of the OPUS Platform:

- Report Designer – Allows users to create, configure, and manage query objects, reports, and dashboards.
- Report User – Allows users to create, configure, and manage reports and dashboards.

  ⚠️ Users' access to reports and dashboards in a solution is determined by their role in the solution, not their Report Builder role.

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.

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. See the OPUS Solution Environment Help Center for more information. If your company does not own OSE, then contact TraceLink Support for more information.

Report Builder

Why isn't there any data in my report or dashboard?

If you select a report or dashboard in a solution and an empty table or chart is displayed, then your role gives you access to the report or dashboard itself, but not to the solution data. Contact your administrator to have the correct role assigned to your OPUS account.

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 Platform 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 the OPUS Platform support?

The OPUS Platform supports the following web browsers:

- **Google Chrome**: Versions 57, 68, 74, or above
- **Microsoft Edge**: Version 80 or above
- **Microsoft Edge (Legacy)**: Versions 16, 17, and 18
- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

The OPUS Platform 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

What's new in the Report Builder 2025.1.0 release

Explore what's new in the Report Builder 2025.1.0 release.

View More

View reports and dashboards

This topic describes the steps required to view reports and dashboards and change how the data in the reports and dashboards is displayed.

View More

OPUS Platform FAQs

This topic answers some frequently asked questions about the OPUS Platform.

Troubleshoot a problem in Report Builder

This topic answers some common troubleshooting scenarios.

View More