TRACELINK UNIVERSITY

**Home**
**Resources**
**TraceLink University**

# Troubleshoot a problem in Process Orchestration for Empowered Teams

## 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 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.

### 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

© TraceLink Inc. 2009 - 2025 All Rights Reserved

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.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

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.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

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.

### What file types can I include in an attachment

The Attachment field in Process Orchestration for Empowered Teams supports the following file types:

- Document files:
  - .doc, .docx (Microsoft Word)
  - .xls, .xlsx (Microsoft Excel)
  - .ppt, .pptx (Microsoft PowerPoint)
  - .pdf (Adobe PDF)

© TraceLink Inc. 2009 - 2025 All Rights Reserved

- Image files:
  - .jpg
  - .jpeg
  - .png
  - .gif
  - .bmp
- Audio and video files:
  - .mp3 (audio)
  - .mp4 (video)
  - .avi (video)
  - .mkv (video)
- Text files:
  - .txt
  - .csv
- Other files:
  - .json

Uploading any other file type is restricted to prevent malicious files and protect data.

## Help center

### The API example I copied and pasted has invalid formatting

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

© TraceLink Inc. 2009 - 2025 All Rights Reserved

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

**Related Content**




**Quick reference for network and app names**

The networks in the network composer and the apps in the main menu display in alphabetical order.
**View More**




**Extensible TraceLink Transfer FAQs**

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.
**View More**




**OPUS Solution Environment FAQs**

This topic answers some frequently asked questions about OPUS Solution Environment (OSE).
**View More**

© TraceLink Inc. 2009 - 2025 All Rights Reserved