FAQ

TRACELINK UNIVERSITY

Multienterprise Information Network Tower FAQs

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

What solutions are available for Multienterprise Process Link?

The **Multienterprise Information Network Tower** solution allows companies to exchange notices for commercial activities that involve a change of ownership (e.g. shipments and invoices) while maintaining the data integrity and security of their system of record.

For companies operating in Brazil, the **Multienterprise Information Network Tower** solution allows them to exchange serialized notices for commercial activities that involve a change of ownership (e.g. shipments) while maintaining the data integrity and security of their serialized system of record (e.g. trade partners initiating serial number status updates that might trigger compliance

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reports, which could not be repaired in the TraceLink system). At this time, serialized sales shipment notices only are supported. These notices allow companies to comply with the recommendation of Brazil's ANVISA Law No. 13.410/2016.

What do you mean by Canonical?

It is TraceLink's system data format that is irrelevant to the device or program's function. The canonical data model allows information to be exchanged with any partner on the network, regardless of their data format.

How are Brazil shipment notices triggered?

If the Owner is sending the shipment to a Partner:

1. The Owner sends a sales shipment through Serialized Operations Manager with a Distribution Type of Sale - In Country and a Ship To Country of Brazil.
2. Brazil Compliance generates a Shipment report (if the appropriate event trigger is enabled). For more information about additional event trigger conditions that must be met for the report to generate, see the ***Brazil Compliance Help Center***.
3. Multienterprise Process Link generates a shipment notice (if the appropriate event trigger is enabled) and sends the Multienterprise Process Link Serialized Shipment Notice - Brazil message to the receiving Partner.

If a Partner is sending the shipment to the Owner:

1. The Partner sends a Multienterprise Process Link Serialized Shipment Notice - Brazil message.
2. TraceLink processes the Multienterprise Process Link message and creates a corresponding sales shipment in Serialized Operations Manager.

Which events are captured in the audit trail?

The following Multienterprise Process Link events are captured in the Track & Trace Services audit trail:

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functionalArea	businessObjectType	action	Description
Info Exchange	Transaction - Multienterprise Process Connect - Serialized Shipment Notice - Brazil Inbound	Create	Captures when the company sends a Serialized Shipment Notice - Brazil Inbound message type in Multienterprise Process Connect, using EPCIS v1.2 or ANVISA format.
Info Exchange	Transaction - Multienterprise Process Connect - Serialized Shipment Notice - Brazil	Create	Captures when the company sends a Serialized Shipment Notice - Brazil message type in Multienterprise Process Connect, using EPCIS v1.2 or ANVISA format.

Roles

What roles can be assigned to Multienterprise Process Link users?

For more information about the roles assigned to Multienterprise Process Link users, see Assign Multienterprise Process Link roles.

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, which allow 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 Company Solution Developer 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.

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OPUS

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 the OPUS support?

The 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 using Microsoft Edge, additional configuration may be required to ensure optimal performance. See the *My OPUS experience is slow in Microsoft Edge*

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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



Quick reference for network and app names

The networks in the network composer and the apps in the main menu display in alphabetical order.
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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.
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OPUS Solution Environment FAQs

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