TRACELINK UNIVERSITY

Troubleshoot a problem in Extensible Tracelink Transfer Exchanges

General

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 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.

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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.
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`.

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9. Click Add.

Enable Advanced Process Isolation

Enable dedicated OPUS 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.

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

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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.

User access

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.

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