TRACELINK UNIVERSITY

Troubleshoot a problem

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.
5. Select Performance.

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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`.
9. Click Add.

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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.

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.

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- **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

A user cannot log in

If the company owns Opus apps, users must go to opus.tracelink.com to log in to the OPUS or through an IdP that routes to opus.tracelink.com. Even if users only have access to Track & Track Services apps, they must access those apps through the OPUS. If a user still cannot log in to the OPUS, contact TraceLink Support.

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 CSV file has issues when I open it in Excel

Opening an exported CSV file in Excel can result in a loss of data or improper formatting (e.g. not recognizing application identifiers, dropping leading zeroes,

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scientific notation conversion).

In Excel 2016

1. Open a blank Excel workbook.
2. Select Data > From Text.
3. Choose the CSV file in the Import Text File window.
4. Select Import:
    a. Select the Delimited option, and then select Next.
    b. Deselect the default Tab option, and then either:
        - Select the Comma option, and then select Next.

        or

        - Select the Period option, and then select Next.
    c. Select all columns and the Text option, then select Finish.
5. In the Import Data window, select the New worksheet option and then select OK.
6. Select File > Save As and make sure Save as type is set to Text (Tab delimited).
7. Select Save to save the active sheet.

    The file displays the correct data and formatting.

In Excel for Office 365

1. Open a blank Excel workbook.
2. Select Data > From Text/CSV.
3. Choose the CSV file in the Import Data window.
4. Select Import:
    a. Select Do not detect data types from the Data Type Detection drop-down.
    b. Select Load.
5. Select Save to save the active sheet.

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The file displays the correct data and formatting.

Links

A Link failed to establish

Companies that own multienterprise apps can link Partners and internal locations to those apps and their respective networks using Links. These Links allow the Owner and their linked entities to collaborate and exchange data. In some instances, the Link fails to establish. If this occurs, System Administrators and Application Administrators can resubmit a failed Link with the same details that were previously added for the Link.

The Link might fail due to the following reasons:

- The TraceLink system is not reachable because master data is not accessible.
- There is an issue importing bulk Links through a CSV file.
- The identifier, which is used for a Partner or internal location to link an app or network, is not already added to the TraceLink Network.
- An email address that the System Administrator or Application Administrator added when attempting to establish the Link that does not belong to a user on the TraceLink Network.

  An email address is not required to establish a Link, but if one is provided for the user at the Partner or internal location, then it must already be in the TraceLink network.

If the Link fails to establish, ensure that an identifier and the administrator email address is already added to the TraceLink Network. Then a System Administrator or Application Administrator can select the Retry Link icon to resubmit the failed Link.

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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

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.

Related Content

Troubleshoot a problem in OPUS Solution Environment

This topic answers some common troubleshooting scenarios.

View More

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