TRACELINK UNIVERSITY

Troubleshoot a problem in Serialized Operations Manager

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 Process drop-down or the side menu. If you cannot see a specific menu 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.

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, 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:

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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.

   The file displays the correct data and formatting.

Search serialized items

I cannot search for a specific serial number

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To search for a serialized item, the serial number must:

- Exist in the Serialized Operations Manager repository.
- Be entered in a valid format.

Related Content



Configure TraceLink for Serialized Operations Manager

See the Administer Help Center for information about how to configure Serialized Operations Manager, link Partners, and add users.
View More

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