

TRACELINK UNIVERSITY

FAQs

This topic answers some frequently asked questions about OPUS. Contact TraceLink to suggest additional questions to include.

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

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, allowing their Partners to assign those roles to the Partner users with access to the Link.

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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 Solution Designer 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.

OPUS Ensemble

What is OPUS Ensemble?

The OPUS Ensemble solution provides a global user experience that seamlessly delivers personalized settings, navigation, and company-specific context, providing instant access to essential tools and notifications through an intuitive, browser-like interface.

What features does OPUS Ensemble provide that previous OPUS experiences did not?

- A unified destination for all classic and first-generation OPUS experiences
- Centralized user context for account selection, help, support, settings, and notifications
- Enhanced navigation for a more browser-like experience
- A new responsive layout that optimizes information consumption and task completion

Which TraceLink products does OPUS Ensemble support?

All classic Track & Trace Services (TTS) and OPUS solutions use the OPUS Ensemble global user experience. You do not need to take any action for your solution to leverage OPUS Ensemble.

Will my company's existing data and configurations work in OPUS?

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Yes, all existing data and logic configurations will still work when in the OPUS Ensemble experience and next generation OPUS solutions.

What is the difference between OPUS Ensemble and OPUS Solution Environment (OSE)?

OPUS Ensemble is the global user interface that provides access to user tools and the overall layout and navigation for all OPUS solutions. OPUS Solution Environment (OSE) is a separate TraceLink product used to create and configure specific solutions, determining the information users engage with. In short, OPUS Ensemble establishes global interaction patterns and OSE establishes the information within a solution.

Report Builder

Why isn't there any data in my report or dashboard?

If you select a report or dashboard in a solution and an empty table or chart is displayed, then your role gives you access to the report or dashboard itself, but not to the solution data. Contact your administrator to have the correct role assigned to your OPUS account.

OPUS

Where can I learn more about the OPUS?

If you submit a request through the TraceLink website at https://www.tracelink.com/contact-us, you will be connected with a TraceLink representative.

Does my entire organization need to move to OPUS all at once?

No, you can transition users in phases. Starting with a small pilot can help manage the effort and allow for iterations based on lessons learned. Contact your Services representative to learn more.

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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.

Can I use OPUS on mobile devices?

Yes. OPUS Ensemble is optimized for screens as narrow as 700 pixels in width.

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
- **Mozilla Firefox**: Versions 60, 63, 67, or above
- **Apple Safari**: Versions 12.1.2, 13.0, or above

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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



OPUS Solution Environment FAQs

This topic answers some frequently asked questions about OPUS Solution Environment (OSE).
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Multienterprise Information Network Tower 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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Multienterprise Information Network Tower Canonical FAQs

It is TraceLink's system data format that is irrelevant to the device or program's function.
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Report Builder FAQs

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