tracelink
NETWORK FOR GREATER GOOD

TRACELINK UNIVERSITY

Home
Resources
TraceLink University

Troubleshoot a problem in Extensible TraceLink Transfer

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.

Related Content

Troubleshoot a problem in the Opus Platform

This topic answers some common troubleshooting scenarios.
View More

Troubleshoot a problem in Opus Reports and Dashboards

This topic answers some common troubleshooting scenarios.
View More

Troubleshoot a problem in Opus Solution Environment

This topic answers some common troubleshooting scenarios.
View More