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SuiteApp Control Center Overview

SuiteApp Control Center is a singular location to define and manage your SuiteApp distribution process. You can upload SuiteApp projects to SuiteApp Control Center and distribute them as SuiteApp versions to the SuiteApp Marketplace. Your users can install SuiteApps from the SuiteApp Marketplace and perform manual upgrades for unmanaged SuiteApps or receive upgrades for managed SuiteApps.

The following is an overview of using SuiteApp Control Center:

1. **SuiteApp Definition** – SuiteApps are defined in SuiteApp Control Center. For information, see [Creating a SuiteApp Definition](#). To view all SuiteApps, see [Viewing All SDF SuiteApps](#).
   
   You can also set SuiteApp Marketplace access for each SuiteApp. For information, see [Setting SuiteApp Marketplace Access](#).

2. **SuiteApp Project** – SuiteApp Control Center distributes SuiteApps based on SuiteApp projects. The projects contain NetSuite customizations, and can be validated in SDF prior to distribution. For information about creating a project, see the help topic [Creating a SuiteApp Project in SuiteCloud IDE Plug-in for Eclipse](#).

3. **SuiteApp Versions** – SuiteApps are distributed as specific versions, each containing the corresponding version of the SuiteApp project. For more information, see [SuiteApp Versions](#).

Actions you can perform include:
■ Creating new versions of the SuiteApp to plan for distribution. For information, see Creating a SuiteApp Version.
■ Deleting versions that are not needed and have not been released. For information, see Deleting a SuiteApp Version.
■ Releasing versions to distribute upgrades to the SuiteApp Marketplace. For information, see Releasing a SuiteApp Version.
■ Pushing upgrades to your managed SuiteApp install base. For information, see Pushing a SuiteApp Version Upgrade to Users.
■ Deprecating versions that are no longer supported. For information, see Deprecating a SuiteApp Version.


5. Install Base – Manage the SuiteApp install base in SuiteApp Control Center. For information, see View All SDF SuiteApps.

For more information about getting started with SuiteApp Control Center, see the following topics:
■ Accessing SuiteApp Control Center
■ Requirements for SuiteApp Marketplace Availability
■ Getting Started with SuiteApp Control Center

Accessing SuiteApp Control Center

Access to SuiteApp Control Center requires the SuiteApp Release Manager role. The role requires the SuiteApp Control Center feature to be enabled for your account.

Defining SuiteApps in SuiteApp Control Center requires that a valid Publisher ID be registered to your account by SDN. For more information, see Publisher ID for SDN Partners.

To access the SuiteApp Control Center:

1. Log in to NetSuite using the SuiteApp Release Manager role. If you are already logged in with a different role, switch to the SuiteApp Release Manager role. For information, see the help topic Switching Between Roles.
   The SuiteApp Control Center appears.
2. Go to SuiteApps > My SuiteApps > My SuiteApps.
   The My SuiteApps page appears, and it includes the list of SuiteApps that have been created in your account.
   For information about the available fields and actions, see Viewing all SDF SuiteApps.

Requirements for SuiteApp Marketplace Availability

This topic provides information about the required actions to make a SuiteApp available to users on the SuiteApp Marketplace. You can view the status of the actions in SuiteApp Publishing Requirements List, which provides a single location to view the status of all of the actions that are required to meet the
SuiteApp publishing requirements. The action that is completed is represented by a green check mark icon (✔), and the action that is not completed is represented by a gray cross icon (×) in that list.

**Important:** All actions are required to be completed for a SuiteApp to be available to users on the SuiteApp Marketplace.

To view SuiteApp Publishing Requirements List, go to SuiteApps > My SuiteApps > My SuiteApps, then click the SuiteApp name to view the SuiteApp details.

The following is an example of SuiteApp Publishing Requirements List in the navigation pane of the SuiteApp details page, where the status of all actions shows as completed, which means that the SuiteApp is published on the SuiteApp Marketplace:

The following information is available in SuiteApp Publishing Requirements list:

- **Publishing Status** – indicates whether a SuiteApp is available to users on the SuiteApp Marketplace. The publishing status has two possible states:
  - **Not published** – the SuiteApp is not available to users on the SuiteApp Marketplace, because one or more of the three required actions are not completed.
  - **Published** – the SuiteApp is currently available on the SuiteApp Marketplace for users to install, because all three required actions are completed.

- **Action Status** – indicates whether a required action is completed or not. The action status provides a single location to view the status of all of the actions that are required to meet the SuiteApp publishing requirements.

The following three are the required actions to make a SuiteApp available to users on the SuiteApp Marketplace:

- **Released version** – at least one released version exists for the SuiteApp. To release a version, see [Releasing a SuiteApp Version](https://example.com).
- **Listing review** – SDN needs to approve the SuiteApp listing. To find out how to complete a listing review, contact SDN.
- **BFN review** – a Built for NetSuite (BFN) review is required. To find out how to complete a BFN review, see [Built for NetSuite Overview](https://example.com) and [BFN Verification Process](https://example.com).
Requirements for SuiteApp Marketplace Availability

**Note:** Both the listing review and the BFN review are obtained by using the Advanced Partner Center (APC). For more information about the Advanced Partner Center role, see the help topic The Advanced Partner Center.

The following example shows SuiteApp Publishing Requirements List, where only some of the required actions show as completed:

![Example of SuiteApp Publishing Requirements List](image)

In the preceding example, the publishing status is Not published, because only some of the required actions are completed. The action status shows that you have a released version of the SuiteApp and the BFN review has been completed for the SuiteApp, but you still need to have the listing review completed.

You can also view the details about pending actions by pointing to the tooltip icon (i) next to the publishing status (see below for an example):

![Tooltip example](image)

**Note:** The preceding tooltip only shows the status of the actions that are not completed. When all actions are completed and the publishing status changes to Published, the tooltip icon is not visible.

Publisher ID for SDN Partners

A publisher ID is a unique ID that is assigned to each SDN partner. For more information, see the help topic SuiteApp Projects.

**Important:** Having a valid publisher ID registered to your account by SDN is a prerequisite for creating and distributing SDF SuiteApps.

You can obtain a valid publisher ID by contacting SDN. For more information about SDN, see [http://www.netsuite.com/portal/developers/sdn.shtml](http://www.netsuite.com/portal/developers/sdn.shtml).

**Note:** If your NetSuite account with a valid publisher ID was inactivated, contact SDN for registering your publisher ID to a new account.

Getting Started with SuiteApp Control Center

The following sections provide information to get started with SuiteApp Control Center:
SuiteApp Control Center Interface

This topic provides examples of the SuiteApp Control Center interface so that you can familiarize yourself with it and perform actions.

The following is an example of the My SuiteApps page:

For information about the list of SuiteApps and the available actions, see Viewing All SDF SuiteApps.

You can click the SuiteApp name to view its details. The following is an example of the SuiteApp details in SuiteApp Control Center:

The preceding example includes the following information:

- **SuiteApp Name** – displays the name of the SuiteApp. For more information, see Creating a SuiteApp Definition.
Getting Started with SuiteApp Control Center

- **Phase Versions** – displays the currently released leading and lagging versions if they exist. For information, see SuiteApp Version Phases.

- **Navigation Tabs** – provide navigation to the following aspects of the SuiteApp and its distribution:
  - **Definition** – manages the SuiteApp definition. For information, see Editing a SuiteApp Definition.
  - **Access** – manages account access to the SuiteApp on the SuiteApp Marketplace. For information, see Setting SuiteApp Marketplace Access.
  - **Versions** – manages SuiteApp versions. For information, see SuiteApp Versions.
  - **Install Base** – manages the install base for managed and unmanaged SuiteApps. For information, see Viewing the SDF SuiteApp Install Base.
  - **Upgrades** – manages the SuiteApp upgrades that are currently in progress for managed SuiteApps. For information, see Viewing SDF SuiteApp Upgrades.

  **Note:** The Upgrades tab is only available for managed SuiteApps. For more information, see Developing Managed SuiteApps.

- **SuiteApp Publishing Requirements List** – provides a single location to view the current publishing status of the SuiteApp, with the status of all of the required actions to make the SuiteApp available to users on the SuiteApp Marketplace. For more information, see Requirements for SuiteApp Marketplace Availability

- **Status Messages** – displays system status regarding the current SuiteApp.

- **Close SuiteApp Details** – closes the SuiteApp and returns to the My SuiteApps page.

**SuiteApp Distribution Process**

With SuiteApp Control Center, you can get started on the tasks needed to distribute SuiteApps.

The following steps represent the SuiteApp distribution process for SuiteApp Control Center:
1. Obtain a SuiteApp project to distribute. To create one, see the help topic Creating a SuiteApp Project in SuiteCloud IDE Plug-in for Eclipse.
2. Define a SuiteApp in SuiteApp Control Center. For information, see Creating a SuiteApp Definition.
4. Create a SuiteApp version to represent a specific version of the SuiteApp. For information, see Creating a SuiteApp Version.
6. When distributing a managed SuiteApp, push it to the install base. For information, see Pushing a SuiteApp Version Upgrade to Users.
SDF SuiteApp Creation and Listing Access

The SuiteApp definition is used to set properties and control the availability of the SuiteApp for your users. SuiteApps are created using the SuiteCloud Development Framework (SDF) and then defined in SuiteApp Control Center for distribution to users.

See the following topics:

- To define SuiteApp properties, see Creating a SuiteApp Definition.
- To edit existing SuiteApp properties, see Editing a SuiteApp Definition.
- To view the SuiteApp publishing requirements, see Requirements for SuiteApp Marketplace Availability.
- To specify company accounts that have access to the SuiteApp, see Setting SuiteApp Marketplace Access.

Creating a SuiteApp Definition

SuiteApps are represented in SuiteApp Control Center by a SuiteApp definition that contains the properties for each SuiteApp.

To create a SuiteApp definition:

2. Click Create New.
   The New SuiteApp Definition dialog box appears.
3. Enter the following information:
   - **SuiteApp Name** – is the display name for the SuiteApp. For example, Merchandise Optimization Portlet.
     
     **Note:** The SuiteApp name that appears on the SuiteApp Marketplace is taken from the marketing content, that you must fill out in the Advanced Partner Center (APC) for your SuiteApp, whereas the SuiteApp name you define in SuiteApp Control Center is meant for the release manager’s reference only. For more information about the Advanced Partner Center role, see the help topic The Advanced Partner Center.

   - **Project ID** – defines an ID for a specific SuiteApp project. The project ID must be unique for each SuiteApp defined with the publisher ID in SuiteApp Control Center. This value cannot be updated after the SuiteApp definition is created.
     
     **Note:** When uploading a SuiteApp ZIP archive as part of creating a SuiteApp version, the projectid field value in the manifest of the SuiteApp project contained therein must match the project ID specified here. For more information, see Creating a SuiteApp Version and Properties of a SuiteApp Project.

   - **Publisher ID** – is an ID that SDN has assigned to you and can be selected from the list of available values. There can be more than one Publisher ID associated with your account.
Creating a SuiteApp Definition

**Important:** The Publisher ID field value cannot be changed after the SuiteApp definition is created. If you later decide to change the publisher ID, a new SuiteApp definition must be created. This publisher ID is also used by the future versions of this SuiteApp. The ID selected here must match the value contained in each SuiteApp ZIP archive for each version of this SuiteApp. For more information, see Creating a SuiteApp Version.

If there is no publisher ID available to select, contact SDN. For more information, see Publisher ID for SDN Partners.

- If the Managed SuiteApps feature is enabled in your account, you can select one of the following upgrade types:
  - **Unmanaged** – configures the SuiteApp so that only your SuiteApp users can manually upgrade the SuiteApp in their NetSuite accounts from the SuiteApp Marketplace. The default selection is Unmanaged.
  - **Managed** - configures the SuiteApp so that you and other Release Managers can push SuiteApp upgrades to customer accounts. Users are not able to manually upgrade managed SuiteApps. For more information about using the Managed SuiteApps feature to develop managed SuiteApps, see Developing Managed SuiteApps.

**Important:** You cannot change the upgrade type after the SuiteApp is created.

After the SuiteApp is created, the upgrade type can be viewed from the Upgrades field in the SuiteApp Definition. For more information, see Editing a SuiteApp Definition.

If the Managed SuiteApps feature is not enabled in your account, the upgrade type is set to Unmanaged.

4. Click **Create**.
   
The SuiteApp definition is created and displayed on the Definition tab of the SuiteApp details. For information about the available tabs and fields displayed, see SuiteApp Control Center Interface.

5. When you are finished making modifications, click **Done**.
   
The SuiteApp is added to the My SuiteApps list. For information about the available fields and actions, see Viewing All SDF SuiteApps.

**Important:** After you create the SuiteApp definition in SuiteApp Control Center, it is necessary that you fill out the Application ID field in the Advanced Partner Center (APC).

Application ID is an ID for the SuiteApp that is based on the publisher ID and project ID. SuiteApps created with SuiteCloud Development Framework (SDF) are always represented by an application ID. For more information about Application ID notation, see the help topic Properties of a SuiteApp Project.

Application ID is an identifier that matches your SuiteApp record in the APC with SuiteApp Control Center. The Application ID must be filled out in the APC for the SuiteApp to appear on the SuiteApp Marketplace.

**Editing a SuiteApp Definition**

You can edit the definition of a SuiteApp to view its properties and change its name.

**To edit a SuiteApp definition:**

2. Perform one of the following actions:
   - For a SuiteApp, click and select **Edit Definition**.
   - Click the SuiteApp name to view the SuiteApp details.
   The Definition tab appears.
3. To modify the SuiteApp name, change the value for **SuiteApp Name** and click **Update**.
   The following values cannot be changed: Project ID, Publisher ID, and Upgrades. For more information, see Creating a SuiteApp Definition.
4. When you are finished making modifications, click **Done**.

**Viewing All SDF SuiteApps**

You can view a list of all of the SDF SuiteApps created by your account. SuiteApps cannot be deleted from the list. If you do not want a SuiteApp to be available on the SuiteApp Marketplace, you can deprecate it. For information, see Deprecating a SuiteApp Version.

**To view a list of all SDF SuiteApps in your account:**

1. Log in to NetSuite using the SuiteApp Release Manager role. If you are already logged in with a different role, switch to the SuiteApp Release Manager role. For information, see the help topic Switching Between Roles.
2. Go to SuiteApps > My SuiteApps > My SuiteApps.
   To find a SuiteApp in the list, enter the name in the **Search For a SuiteApp By Name** field.
   The following information is available for each SuiteApp:
   - **SuiteApp Name** – is the name of the SuiteApp specified in the SuiteApp definition. For information, see Editing a SuiteApp Definition.
   - **Application ID** – is an ID for the SuiteApp that is based on the publisher ID and project ID. SuiteApps created with SuiteCloud Development Framework (SDF) are always represented by an application ID (app ID). For more information about app ID notation, see the help topic Properties of a SuiteApp Project.
   - **Access** – is the SuiteApp Marketplace availability setting for the SuiteApp. For information, see Setting SuiteApp Marketplace Access.
   - **Status** – displays the current status of the SuiteApp. Possible statuses are:
     - **Released** – the SuiteApp is currently available on the SuiteApp Marketplace for users to install.
     - **Deprecated** – the SuiteApp is not available on the SuiteApp Marketplace.
   - **Leading Version** – displays the currently released leading version of the SuiteApp. For more information, see SuiteApp Version Phases.
   - **Lagging Version** – displays the currently released lagging version of the SuiteApp.
   For each SuiteApp, the following actions can be performed from the menu button:
   - **Edit Definition** – for information, see Editing a SuiteApp Definition.
   - **Manage Access** – for information, see Setting SuiteApp Marketplace Access.
- **Manage Versions** – for information, see SuiteApp Versions.
- **Manage Install Base** – for information, see Viewing the SDF SuiteApp Install Base.
- **Manage Upgrades** – for information, see Viewing SDF SuiteApp Upgrades.

**Note:** The Manage Upgrades action is only available for managed SuiteApps. For more information, see Developing Managed SuiteApps.

To create a new SuiteApp, click **Create New**. For information, see Creating a SuiteApp Definition.

### Setting SuiteApp Marketplace Access

You can set the SuiteApp Marketplace access for the SuiteApp by configuring who can install it.

**To set SuiteApp Marketplace access for a SuiteApp:**

2. Perform one of the following actions:
   - For a SuiteApp, click and select **Manage Access**.
   - Click the SuiteApp name to view the SuiteApp details, and click the **Access** tab.
   The SuiteApp Marketplace Availability page appears.
3. Set the availability of the SuiteApp on the SuiteApp Marketplace to one of the following:
   - **Public** – permits all NetSuite customers to install the SuiteApp.
   - **Shared** – permits only specific companies to install the SuiteApp. When the availability is set to Shared, all NetSuite customers can still view the SuiteApp.
   - **Unlisted** – permits only specific companies to view and install the SuiteApp.

   If you later decide to change the SuiteApp Marketplace access for a SuiteApp from **Unlisted** to **Shared** or **Public**, the SuiteApp becomes publicly visible on the SuiteApp Marketplace to all NetSuite users immediately.

**Note:** When a managed SuiteApp is configured as shared or unlisted, upgrades can be pushed only to company accounts that are listed in the Allowed Accounts list.

For information about managing company accounts that are allowed to install shared or unlisted SuiteApps, see Managing Allowed Accounts for Shared and Unlisted SuiteApps.

4. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApp page.

**Note:** For a SuiteApp to be available to users on the SuiteApp Marketplace, it must meet the SuiteApp publishing requirements. For information, see Requirements for SuiteApp Marketplace Availability.

### Managing Allowed Accounts for Shared and Unlisted SuiteApps

The Allowed Accounts list is a single location to enable installation of shared or unlisted SuiteApps from the SuiteApp Marketplace for specific company accounts.
Setting SuiteApp Marketplace Access

To add a company account to the Allowed Accounts list, enter its NetSuite account ID in the **New Company ID** field and click **Add**.

**Note:** If no company accounts are added to the Allowed Accounts list when **Shared** or **Unlisted** is enabled, no users are able to install the released SuiteApp version.

The following fields and actions are available in the Allowed Accounts list:

- **Company ID** – is the NetSuite account ID for the company you intend to share your SuiteApp with. Only users of the specified companies can install the SuiteApp from the SuiteApp Marketplace.

- **Added Date** – is the date and time the company account was added to the Allowed Accounts list, presented in your local time zone.

- **Action** – lists the actions you can perform on the company account.
  
  The **Revoke** action removes the account's access to the SuiteApp from the SuiteApp Marketplace. Users who have installed the SuiteApp still retain it after the Revoke action has been performed, but do not receive any new version upgrades. After an account is revoked, it no longer appears in the Allowed Accounts list. A previously revoked account can be added to the Allowed Accounts list again by repeating the add operation.

Consider the following when configuring the SuiteApp Marketplace access for a SuiteApp:

- The company accounts added to the Allowed Accounts list persist even when the SuiteApp Marketplace access for a SuiteApp is later changed from one access type to another.

- The release manager can still view the install base of all company accounts that have the **Shared** and **Unlisted** SuiteApp installed even after these company accounts have been removed from the Allowed Accounts list.
SuiteApp Versions

A SuiteApp version is a specific version of your SuiteApp. A SuiteApp version can be released to the SuiteApp Marketplace and pushed to users. All versions of the SuiteApp can be viewed from the version history. For information, see Viewing the SuiteApp Version History. To be available to users on the SuiteApp Marketplace, the SuiteApp must meet the SuiteApp publishing requirements. For information, see Requirements for SuiteApp Marketplace Availability.

Multiple versions can be created for a SuiteApp, but only one version can be in the Released state for each phase at any single moment in time. To create a new SuiteApp version, see Creating a SuiteApp Version.

The following diagram depicts the SuiteApp version state workflow and available actions:

![SuiteApp Version States Diagram]

For information about the available states and actions, see SuiteApp Version States and SuiteApp Version Actions. For information about phasing SuiteApp versions, see SuiteApp Version Phases.

SuiteApp Version States

SuiteApp version states appear in the SuiteApp version history. The following states are possible for a SuiteApp version:

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deprecated</td>
<td>A Deprecate action was performed on the SuiteApp version and it is no longer available on the SuiteApp Marketplace for users to install. See Deprecating a SuiteApp Version.</td>
</tr>
<tr>
<td>Pending</td>
<td>The SuiteApp version has been created, but it is not yet available on the SuiteApp Marketplace for users to install. See Creating a SuiteApp Version. If a release attempt fails, the version remains in the Pending state.</td>
</tr>
<tr>
<td>Released</td>
<td>The SuiteApp version is available on the SuiteApp Marketplace for users to install. See Releasing a SuiteApp Version. For managed SuiteApps, the version can also be pushed to users. For information, see Pushing a SuiteApp Version Upgrade to Users.</td>
</tr>
</tbody>
</table>
SuiteApp Version Actions

The actions that can be performed on a version are available from the Action column of the SuiteApp version history.

Depending on the state, one or more of the following actions can be performed on a SuiteApp version:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>SuiteApp versions in the Pending state can be deleted. A deleted version is removed from version history. For more information, see Deleting a SuiteApp Version.</td>
</tr>
<tr>
<td>Edit</td>
<td>SuiteApp versions in the Pending state can be edited. For more information, see Editing a SuiteApp Version.</td>
</tr>
<tr>
<td>Release</td>
<td>SuiteApp versions in the Pending state can be released. For more information, see Releasing a SuiteApp Version.</td>
</tr>
<tr>
<td>Deprecate</td>
<td>SuiteApp versions in the Released state can be moved to the deprecated state so that the version is no longer available on the SuiteApp Marketplace. For more information, see Deprecating a SuiteApp Version.</td>
</tr>
<tr>
<td>Upgrade Install Base</td>
<td>Managed SuiteApp versions in the Released state can be pushed to users of the SuiteApp.</td>
</tr>
</tbody>
</table>

**Note:** This action:
- does not change the state of the version
- is only available for managed SuiteApps

For more information, see Pushing a SuiteApp Version Upgrade to Users.

SuiteApp Version Phases

SuiteApp version phasing is a way to support two release streams of a SuiteApp by separating the install base into the following upgrade phases for different SuiteApp versions:

- The **Leading** phase is the newest release stream of the SuiteApp. Leading versions are released as the latest available version of the SuiteApp.
  
  For example, the leading SuiteApp version might make use of new NetSuite functionality, and set a minimum NetSuite version of 2019.1. Once all of your customer accounts are upgraded to 2019.1, all of your SuiteApp users can be upgraded to this leading SuiteApp version.
  
  The leading SuiteApp version can go through several versions, as your SuiteApp is enhanced and bugs fixed.
  
  When a leading release version is replaced by another version, the existing leading version can be deprecated or converted to the lagging release version.

- The **Lagging** phase is the pre-existing release stream of the SuiteApp that will eventually be replaced by the leading release stream.
  
  For example, the lagging SuiteApp version might make use of pre-existing NetSuite functionality, and set a minimum NetSuite version of 2019.1.
  
  The lagging SuiteApp version can go through several versions, as your SuiteApp is enhanced and bugs fixed.

You can make use of SuiteApp version phasing to ensure smooth distribution of your SuiteApp during the NetSuite phasing period where some of your users are on different versions of NetSuite. Matching
your SuiteApp phasing to NetSuite release phasing provides you with a way to make use of new NetSuite functionality in your SuiteApps while still supporting users of the older SuiteApp whose accounts have not yet been upgraded. You can control what accounts have each version of the SuiteApp.

It is also possible to phase your SuiteApp versions for the same version of NetSuite. For example, both your leading and lagging SuiteApp versions can require the same minimum version of NetSuite 2018.1. That can be useful for an entirely new SuiteApp with bug fixes that are being tested on a subset of your install base before being pushed out to everyone.

The currently released leading and lagging versions can be viewed from the My SuiteApps page, Version History page, and under Versions in the navigation pane of the SuiteApp details.

For information about how the version phase affects releasing a version, see Releasing a SuiteApp Version.

The following illustration depicts an example of SuiteApp versions that make use of the leading and lagging phases:

In the preceding example, 25% of the install base are on version 2.0.0 in the leading phase, receiving the latest features in the SuiteApp, while the remaining 75% of users are still on the 1.0.0 version that was made lagging during the 2.0.0 version release. Fixes continue to be released on the lagging phase while development of features and fixes proceeds on the leading phase. By version 2.0.3, all users are on the leading phase and version 1.2.0 in the lagging phase is deprecated.

For information about working with SuiteApp versions, see the following topics:

- Creating a SuiteApp Version
- Editing a SuiteApp Version
- Deleting a SuiteApp Version
- Releasing a SuiteApp Version
Creating a SuiteApp Version

Each version of your SuiteApp is a version composed of a SuiteApp ZIP archive. The archive contains a SuiteApp project representing the SuiteApp. For information about SuiteApp projects, see the help topic SuiteApp Projects.

For information about creating the SuiteApp ZIP archive, see the help topic Managing SDF Projects as Compressed Files in SuiteCloud IDE Plug-in for Eclipse.

To be valid for SuiteApp Control Center, the SuiteApp ZIP archive must meet the following criteria:

- The ZIP is a valid archive.
- The ZIP contains a manifest.xml file.
- The manifest element in manifest.xml file has the projecttype attribute value set to SUITEAPP.
- The projectid field exists in manifest.xml, and its value matches the Project ID value defined for the SuiteApp in SuiteApp Control Center. For information, see the help topics Properties of a SuiteApp Project and Creating a SuiteApp Definition.
- The publisherid field exists in manifest.xml, and its value matches the Publisher ID value defined for the SuiteApp in SuiteApp Control Center. For information, see the help topics Properties of a SuiteApp Project and Creating a SuiteApp Definition.
- The manifest.xml file contains a projectversion field value that is higher than the version number of either the leading release version or lagging release version. A new version cannot contain the same project version number as an existing version. The project version number for a deleted version can be used for a new version, because the deleted version no longer exists.
- The manifest.xml file contains a projectversion field value that is valid. The value must use semantic versioning. For example, if the project version is 1.02 with a minor revision 01242017, the project version is 1.02.01242017.
- The manifest.xml file contains a projectname field value.

**Important:** Although the locking preferences (locking.xml) and hiding preferences (hiding.xml) are not part of the SuiteApp ZIP validation, they must be configured in the SuiteApp project for the SuiteApp installation to succeed. Those preferences are only a requirement for SuiteApps defined in SuiteApp Control Center. For information about configuring those preferences, see the help topic Setting Installation Preferences in a SuiteApp Project in SuiteCloud IDE Plug-in for Eclipse.

To create a SuiteApp version:

2. Perform one of the following actions:
   - For a SuiteApp, click ![Manage Versions](image-url) and select Manage Versions.
   - Click the SuiteApp name to view the SuiteApp details, and click the Versions tab.
4. Click Choose file and select a SuiteApp ZIP archive from a local directory or network share. NetSuite file cabinet files are not available for selection. Once the SuiteApp ZIP archive is uploaded, the Project Version field is populated with the value from the projectversion field in the manifest of the SuiteApp project contained in the ZIP. That value is used as the version number after the version is created, for example, 1.0.1.
Creating a SuiteApp Version

5. Specify the following options:
   ■ **Phase** – is the SuiteApp version phase, which can be Leading or Lagging. For information about those phases, see SuiteApp Version Phases.
      This option can also be changed when editing the SuiteApp version, if the version is in the Pending state.
   ■ **Minimal Required NetSuite Version** – is the minimum NetSuite version required for the install base to install this version of the SuiteApp.

6. Click **Create**. The new version is added to the Version History list and a confirmation appears to communicate that the version has been saved.
   For information about the version fields and actions that can be performed, see Viewing the SuiteApp Version History.

7. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

Editing a SuiteApp Version

SuiteApp versions can be edited when they are in the Pending state.

**To edit a SuiteApp version:**

2. Perform one of the following actions:
   ■ For a SuiteApp, click and select **Manage Versions**.
   ■ Click the SuiteApp name to view the SuiteApp details, and click the **Versions** tab.
3. Identify the SuiteApp version by its version number in the Version History list. From the **Action** column, click **Edit**.
4. The following options can be edited:
   ■ **Phase** – is the SuiteApp version phase, which can be Leading or Lagging. For information about those phases, see SuiteApp Version Phases.
   ■ **Minimal Supported NetSuite Version** – is the minimum NetSuite version required for the install base to install this version of the SuiteApp.

   To save and close the Edit SuiteApp Version dialog box, click **Save**.
5. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

Deleting a SuiteApp Version

When a SuiteApp version does not need to be released, it can be deleted from the version history. A version can only be deleted when it is in the Pending state, which signifies that the version has not previously been released. Preventing the deletion of a released version preserves the SuiteApp's version history. To remove a released version from the SuiteApp Marketplace, see Deprecating a SuiteApp Version.

**To delete a SuiteApp version:**

2. Perform one of the following actions:
   ■ For a SuiteApp, click and select **Manage Versions**.
   ■ Click the SuiteApp name to view the SuiteApp details, and click the **Versions** tab.
3. Identify the SuiteApp version by its version number in the Version History list. From the Action column, click **Delete**.

**Warning:** You cannot undo the deletion of a version. It is possible to create another version with the same version number as the deleted version, by uploading a SuiteApp archive with the same project version.

To confirm the deletion, click **Delete**. The version is deleted from the Version History list and a confirmation appears to communicate that the version was successfully deleted.

4. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

### Releasing a SuiteApp Version

SuiteApps are made available on the SuiteApp Marketplace by releasing a version of the SuiteApp. For a SuiteApp version to be released, its current state must be Pending. To be available to users on the SuiteApp Marketplace, the SuiteApp must meet the SuiteApp publishing requirements. For information, see **Requirements for SuiteApp Marketplace Availability**.

Consider the following constraints when releasing a SuiteApp Version:

- Only two versions at a time can be in the Released state, one leading and one lagging. For more information, see **SuiteApp Version Phases**.

- When releasing the first version of a SuiteApp, it must be leading and can be any version number.

- When releasing the second version of a SuiteApp, and the first version was released as leading, the second version must be released as leading and its version number must be greater than that of the first version.

- When releasing additional versions:
  - You can replace the previously released version by deprecating it. For more information about version states, see **SuiteApp Version States**.
  - You can make the previously released version the lagging version. Doing so replaces the previous lagging version thereby deprecating it.
  - After removing the SuiteApp from the SuiteApp Marketplace, the version being released must have a version number greater than the last deprecated version.
  - Releasing the version as leading requires that its version number be greater than both the last leading release version and the last lagging release version.
  - Releasing the version as lagging requires that its version number be both greater than the last lagging release version and lower than the last leading release version.
  - Releasing the version as lagging also deprecates the existing lagging version.

- The first lagging version cannot be released directly. To create the first lagging version, release a new leading version while making the existing leading version the new lagging version. Subsequent lagging versions can be released directly.

- It is not possible to repeat the release of a version. If changes are needed to the version, replace it with a subsequent version. Released versions can also be deprecated at any time. For more information, see **Deprecating a SuiteApp Version**.

- After your users click Upgrade for an unmanaged SuiteApp, they may encounter a choice of SuiteApp versions under the following conditions:
  - Both SuiteApp versions support the account's current NetSuite version.
  - Both available versions are newer than the current SuiteApp version the account has installed.
The following diagram illustrates an example of choices that can be made when releasing a leading 1.1 version when a released leading 1.0 version exists:

To release a SuiteApp Version:

2. Perform one of the following actions:
   - For a SuiteApp, click □ and select Manage Versions.
   - Click the SuiteApp name to view the SuiteApp details, and click the Versions tab.

   Consider the following when releasing a leading or lagging version:
   - If you are releasing a leading version and one already exists, the following options are available to you to perform on that existing version:
     - Deprecate – deprecates the existing leading version.
     - Make Lagging – releases the existing leading version as the new lagging version, while at the same time deprecating the existing lagging version.
   - If you are releasing a lagging version and one already exists, the existing lagging version is deprecated.

4. (Optional) If it is a managed SuiteApp you can push the SuiteApp version to the install base. For information, see Pushing a SuiteApp Version Upgrade to Users.

Note: For a SuiteApp to be available to users on the SuiteApp Marketplace, it must meet the SuiteApp publishing requirements. For information, see Requirements for SuiteApp Marketplace Availability.
5. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

### Deprecating a SuiteApp Version

You can deprecate a released version when it is no longer needed. Reasons for deprecating a version might be to prevent users from installing the SuiteApp until a defect can be fixed, or ending the lifecycle of the SuiteApp.

Deprecated versions are removed from the SuiteApp Marketplace, and the SuiteApp is no longer available for users to install until a new version is released. Users who have the SuiteApp installed remain with that version until they uninstall the SuiteApp or when a new version replaces the current one.

**To deprecate a version:**

2. Perform one of the following actions:
   - For a SuiteApp, click ⚙️ and select **Manage Versions**.
   - Click the SuiteApp name to view the SuiteApp details, and click the **Versions** tab.
3. Identify the SuiteApp version by its version number in the Version History list. From the **Action** column, click **Deprecate**.
   - To confirm deprecating the version, click **Deprecate**. The version is moved to the Deprecated state and is no longer available on the SuiteApp Marketplace.
4. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

### Viewing the SuiteApp Version History

The version history provides a single location to view and manage your SuiteApps.

**Note:** Deleted versions do not appear in the SuiteApp version history. For more information, see Deleting a SuiteApp Version.

**To view the SuiteApp version history:**

2. Perform one of the following actions:
   - For a SuiteApp, click ⚙️ and select **Manage Versions**.
   - Click the SuiteApp name to view the SuiteApp details, and click the **Versions** tab.

The Version History list appears, and it contains the following information:

- **Version** – is the version number. The number is populated by the projectversion field value in the manifest of the SuiteApp project contained in the SuiteApp archive ZIP. For more information, see Creating a SuiteApp Version and Managing SDF Projects as Compressed Files in SuiteCloud IDE Plug-in for Eclipse.
- **Status** – is the current state of the version. For version states and their descriptions, see SuiteApp Version States.
- **Phase** – displays the version phase, which can be Leading or Lagging. For information about those phases, see SuiteApp Version Phases.
- **Minimal Required NetSuite Version** – is the minimum NetSuite version required for the install base to install this version of the SuiteApp.

- **Release Date** – is the date and time when the version was released, displayed in your current time zone.

- **Install Count** – is the number of accounts that have a SuiteApp version installed.


3. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.
SDF SuiteApp Installation and Upgrade

Any SuiteApp can be installed by your users if the SuiteApp is both shared to their accounts and supports their NetSuite account version. Your users can perform manual upgrades for unmanaged SuiteApps or receive upgrades for managed SuiteApps. Upgrading a SuiteApp can provide your users with new customizations and configuration settings that are useful to their organization.

For information about managing the installation and upgrade of your SDF SuiteApps, see the following topics:

- Installing SDF SuiteApps
- Viewing SDF SuiteApp Installation Status
- Viewing the SDF SuiteApp Install Base
- Developing Managed SuiteApps

Installing SDF SuiteApps

SuiteApps can be installed by users from their accounts by accessing the SuiteApp Marketplace. For information, see the help topics SuiteApp Marketplace in NetSuite, SuiteApp Installation and Requirements for SuiteApp Marketplace Availability.

The latest applicable version of the SuiteApp for the user's version of NetSuite appears on the SuiteApp Marketplace. If the NetSuite version for the account does not meet the minimal required version for the SuiteApp version (leading or lagging), the latest SuiteApp version appears on the page and labeled "Not compatible".

Viewing SDF SuiteApp Installation Status

The SuiteApp status can be viewed from the Install Base tab of the SuiteApp details. For information about viewing the install base, see Viewing the SDF SuiteApp Install Base.

The SuiteApp status displays the current state of the SuiteApp workflow after an install, upgrade, or uninstall has been initiated.

To view all the state transitions in SuiteApp workflow, see SuiteApp Workflow.

For definitions of each state in the workflow, see SuiteApp States.

The following topics provide information about installation, upgrade, and uninstall process:

- To install a SuiteApp, see Installing SDF SuiteApps.
- To upgrade a SuiteApp, see Pushing a SuiteApp Version Upgrade to Users.
- To view the upgrade status, see Viewing SDF SuiteApp Upgrades.
- To uninstall a SuiteApp, see Viewing and Uninstalling SuiteApps from a NetSuite Account.
- To view the version history, see Viewing the SuiteApp Version History.

SuiteApp Workflow

The following states are possible for a SuiteApp during the installation, upgrade, or uninstallation process:

SuiteApp Control Center
SuiteApp States

The following table describes the states that are possible for a SuiteApp during the installation, upgrade, or uninstallation process:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initialization Failed</td>
<td>Indicates an error has occurred preventing one of the following:</td>
</tr>
<tr>
<td></td>
<td>- A SuiteApp installation or upgrade was requested, but the initialization failed prior to the validation step.</td>
</tr>
<tr>
<td></td>
<td>For more information, see Addressing SuiteApp Installation Failures.</td>
</tr>
<tr>
<td></td>
<td>- A SuiteApp uninstall was requested, but the initialization failed prior to starting the uninstall.</td>
</tr>
<tr>
<td></td>
<td>For information about the failure, consult the Deployment Audit Trail page. Documentation for that page is available in the Deployment Logs.</td>
</tr>
<tr>
<td>Installation Failed</td>
<td>The SuiteApp failed to install. Consult the installation log for more information. For information about the log, see Addressing SuiteApp Installation Failures.</td>
</tr>
<tr>
<td>Installed</td>
<td>The SuiteApp is successfully installed in the account.</td>
</tr>
<tr>
<td></td>
<td>From this state, a request can be made to upgrade or uninstall the SuiteApp.</td>
</tr>
<tr>
<td>Installing</td>
<td>The SuiteApp installation is currently in progress.</td>
</tr>
<tr>
<td></td>
<td>If the SuiteApp successfully installs, it advances to the Installed state.</td>
</tr>
<tr>
<td></td>
<td>If the SuiteApp fails to install, it moves to the Installation Failed state.</td>
</tr>
</tbody>
</table>
## Viewing SDF SuiteApp Installation Status

### Status 
**Pending**
A request to install or upgrade the SuiteApp has been initiated but the installation has not yet started. 
If the process is successfully initialized, the SuiteApp advances to the Validating state. If the initialization process fails, the SuiteApp moves to the Initialization Failed state.

### Status 
**Pending Uninstall**
A request to uninstall the SuiteApp has been initiated but the uninstallation has not yet started. 
If the process is successfully initialized, the SuiteApp advances to the Uninstalling state. 
If the initialization process fails, the SuiteApp moves to the Uninstall Failed state.

### Status 
**Uninstalling**
The SuiteApp uninstallation is currently in progress. 
If the SuiteApp successfully uninstalls, it is removed from the Installed SuiteApps list. 
If the SuiteApp fails to uninstall, it moves to the Uninstall Failed state.

### Status 
**Uninstall Failed**
The SuiteApp failed to uninstall. Consult the Deployment Audit Trail page for more information. For information about the page, see the help topic Deployment Logs.

### Status 
**Validating**
The SuiteApp install or upgrade process was successfully initialized and the SuiteApp contents are being validated. 
If the SuiteApp passes validation, it advances to the Installing state. 
If the SuiteApp fails validation, it moves to the Validation Failed state.

### Status 
**Validation Failed**
The SuiteApp has failed validation, and consequently did not proceed with the installation. The target account is unchanged. Consult the installation log for more information. For information about the log, see Addressing SuiteApp Installation Failures.

### Status 
**Failed**
Indicates an error has occurred. To view the error, click the tooltip icon.

### Status 
**Request Access**
This SuiteApp is not shared with your account. Please contact the SuiteApp publisher for more info.

### Status 
**Not Compatible**
The NetSuite version for your account does not meet the minimal required version for the SuiteApp version.

### Addressing SuiteApp Installation Failures
Uses from your install base can view the installation log from their NetSuite Accounts. The installation log on the Deployment Audit Trail page provides information to assist with troubleshooting failures for installation, upgrade, and uninstallation. For more information, see the help topic Deployment Logs.

---

**Note:** A SuiteApp can only be upgraded by a version of a higher number than is currently installed. If the installation of the new version fails, an install attempt can be repeated for the same version.

For information to assist with addressing SuiteApp validation errors, see the help topic SDF Project Validation.

### Viewing the SDF SuiteApp Install Base
All company accounts that have installed a SuiteApp can be viewed from a central location in the SuiteApp details. 
To view the SuiteApp install base:

2. Perform one of the following actions:
   ■ For a SuiteApp, click and select Manage Install Base.
   ■ Click the SuiteApp name to view the SuiteApp details, and click the Install Base tab.
   
   The Install Base panel appears, and it contains the following information:
   ■ Company ID – is the company ID for the account that installed the SuiteApp.
   ■ Company Name – is the company name for the account that installed the SuiteApp.
   ■ Status – is the current SuiteApp installation status. For information about the list of statuses, see Viewing SDF SuiteApp Installation Status.
   ■ Version – is the version of the SuiteApp that matches the current SuiteApp status.
   ■ Last Updated – is the date when the SuiteApp was last successfully upgraded.

   The following filters are available:
   ■ Company – filters the list by a company ID or company name. Enter a company ID or company name.
   ■ Status – filters the list by the installation status. Select a status from the list. For information about SuiteApp installation status, see Viewing SDF SuiteApp Installation Status.
   ■ Version – filters by the SuiteApp version. Select the version number from the list.
3. (Optional) Click Done to close the SuiteApp details and return to the My SuiteApps page.

Viewing and Uninstalling SuiteApps from a NetSuite Account

Your install base can uninstall SuiteApps from the Installed SuiteApps page in their NetSuite accounts. For more information, see the help topic Viewing and Uninstalling SDF SuiteApps in Your NetSuite Account. For information about the states during the uninstall, see Viewing SDF SuiteApp Installation Status.

Developing Managed SuiteApps

Managed SuiteApps give you control over when SDF SuiteApps are upgraded in accounts. When a managed SuiteApp is installed, the installer agrees to subscribe to future upgrades. As upgrades are developed, they can be installed by the SuiteApp release manager into the accounts without any action required by the account administrator.

One of the issues that solution providers face is ensuring that users of their SuiteApps apply upgrades as they become available. Managed SuiteApps allow you to upgrade SuiteApps in the accounts where they are installed whenever a new version is available.

If the Managed SuiteApps feature is enabled in your account, you can select Managed when creating the SuiteApp definition in SuiteApp Control Center. For more information, see Creating a SuiteApp Definition.
Developing Managed SuiteApps

**Note:** If you are a Premier or Select member of the SuiteCloud Developer Network, you can request access to the Managed SuiteApps feature by filing a support case through the NetSuite Partner Center. Please be sure to provide your deployment account ID.

NetSuite only enables the Managed SuiteApps feature on SDN trailing accounts. An SDN trailing account is one that is upgraded in the last phase of a phased release. The Managed SuiteApps feature is not available for SDN leading accounts.

Users who have installed a managed SuiteApp do not have responsibility for updating it; you as the SuiteApp release manager complete this task at your discretion. For managed SuiteApps, only a user with the SuiteApp Release Manager role can apply upgrades to the install base. For information about installing upgrades, see Pushing a SuiteApp Version Upgrade to Users. To view current managed SuiteApp upgrades in progress, see Viewing SDF SuiteApp Upgrades.

If you want your users to be able to manually upgrade a SuiteApp in their accounts, you can select Unmanaged when creating the SuiteApp definition in SuiteApp Control Center. For more information, see Creating a SuiteApp Definition.

Managed SuiteApps - Best Practices

Follow these practices when distributing managed SuiteApps:

- Develop a communication plan for your upgrades. You can push upgrades that are bug fixes quickly and seamlessly without disturbing your install base. For upgrades that are new versions, be sure to communicate with your install base ahead of time.
- Avoid pushing upgrades during install base peak hours.
- Be sure that SuiteApp upgrades do not overlap with the NetSuite phased release cycle if the upgrades rely on new features that are only available in the leading version.
- Be aware that the order in which scripts run in the source account is maintained when the SuiteApp is installed in target accounts. You can set up script execution order for client and user event scripts on the Scripted Records page, at Customization> Scripting > Scripted Records. See the help topic The Scripted Records Page.
- Lock objects in managed SuiteApps to avoid clobbering customizations in target accounts.

Pushing a SuiteApp Version Upgrade to Users

Managed SuiteApps are upgraded in accounts by a Push operation performed on the SuiteApp version. Pushing the SuiteApp installs that SuiteApp version to accounts, and replaces the previously existing version.

You can push a SuiteApp version upgrade to accounts by performing one of the following operations:

- Pushing Upgrades From the Version History
- Pushing Upgrades From the Upgrades Tab

Pushing Upgrades From the Version History

You can push upgrades to users from the version history of a managed SuiteApp.

To push upgrades from the version history:

2. Perform one of the following actions:
   ▪ For a SuiteApp, click ⚙️ and select **Manage Versions**.
   ▪ Click the SuiteApp name to view the SuiteApp details, and click the **Versions** tab.

3. In the **Version** column, identify the SuiteApp version you intend to push, and click **Upgrade Install Base**. The New Upgrade page appears.

   **Note:** The **Upgrade Install Base** action is only available for managed SuiteApps. For more information, see Developing Managed SuiteApps.

4. To change the version that is to be pushed, select one from the **Version** list field selection. All of the released versions for the SuiteApp are available for selection. The list of accounts select.
   Consider the following prior to selecting accounts to upgrade:
   ▪ To add a note about the upgrade, add it to the Memo field. Memos can provide useful information when viewing the upgrade on the Upgrades tab.
   ▪ To filter the list of accounts available to upgrade, select from the following:
     □ **Company** – filters the list by company ID or company name.
     □ **Status** – filters the list by installation status.
     □ **Version** – filters the list by SuiteApp version.

5. Select the accounts that are to receive the SuiteApp installation.
   To push the SuiteApp version to the selected accounts, click **Push to Selected**.
   Pushing the SuiteApp version replaces the version that the accounts currently have installed. To confirm the push operation, on the Confirm Action dialog box, click **Push**.
   The push is initiated for the selected accounts, and the SuiteApp installation status will be updated when the process starts. For information about the installation status, see Viewing SDF SuiteApp Installation Status.

6. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

### Pushing Upgrades From the Upgrades Tab

You can push new upgrades from the same location as managing all upgrades.

   **Note:** The **Upgrades** tab is only available for managed SuiteApps. For more information, see Developing Managed SuiteApps.

#### To push upgrades from the Upgrades tab:

2. Perform one of the following actions:
   ▪ For a SuiteApp, click ⚙️ and select **Manage Upgrades**.
   ▪ Click the SuiteApp name to view the SuiteApp details, and click the **Upgrades** tab.
3. Click **Create New**. The New Upgrade page appears.
4. To change the version that is to be pushed, select one from the **Version** list field selection. All of the released versions for the SuiteApp are available for selection. The list of accounts select.
   Consider the following prior to selecting accounts to upgrade:
   ▪ To add a note about the upgrade, add it to the Memo field. Memos can provide useful information when viewing the upgrade on the Upgrades tab.
To filter the list of accounts available to upgrade, select from the following:

- **Company** – filters the list by company ID or company name.
- **Status** – filters the list by installation status.
- **Version** – filters the list by SuiteApp version.

5. Select the accounts that are to receive the SuiteApp installation.

To push the SuiteApp version to the selected accounts, click **Push to Selected**.

Pushing the SuiteApp version replaces the version that the accounts currently have installed. To confirm the push operation, on the Confirm Action dialog box, click **Push**.

The push is initiated for the selected accounts, and the SuiteApp installation status will be updated when the process starts. For information about the installation status, see Viewing SDF SuiteApp Installation Status.

6. (Optional) Click **Done** to close the SuiteApp details and return to the My SuiteApps page.

**Viewing SDF SuiteApp Upgrades**

You can view information about the managed SuiteApp upgrades that are currently in progress. The status of each Push Upgrade operation is available, as well as the upgrade status of individual accounts.

**To view SuiteApp upgrades:**

2. Perform one of the following actions:
   - For a SuiteApp, click and select **Manage Upgrades**.
   - Click the SuiteApp name to view the SuiteApp details, and click the **Upgrades** tab.

   **Note:** The **Manage Upgrades** action and **Upgrades** tab are only available for managed SuiteApps. For more information, see Developing Managed SuiteApps.

Each row of the table represents a single SuiteApp version upgrade that was pushed to a selection of accounts. The following information appears for each upgrade:

- **Version** – is the SuiteApp version being pushed to the accounts. The SuiteApp is upgraded to that version for each of the specified accounts.
- **Accounts** – is the number accounts receiving the SuiteApp upgrade. To view the details of the SuiteApp upgrade for individual accounts, click the number. The Upgrade page displays. For more information, see Upgrade Details for Each Account.
- **Errors** – is the number of errors returned by the upgrade if any errors exist. To view the error details for the affected accounts, click the number. For information about resolving errors, see Addressing SuiteApp Installation Failures.
- **Started** – is the time the push operation initiated the upgrades.
- **Finished** – is the time the last account finished the upgrade process. This field is empty if there are still accounts remaining in the upgrade queue.
- **Status** – is the current status of the push operation. The following statuses are possible:
  - **Complete** – the push operation has completed for the select accounts. Although the push operation has completed, the SuiteApp upgrade for individual accounts might not have succeeded. To view errors for individual upgrades, see the Errors column.
Pending – the push operation has not yet started processing the SuiteApp upgrades for the selected accounts.

Installing – the installation is in progress to upgrade the SuiteApp for the selected accounts.

Error – the push operation returned an error. Click the number in the Accounts or Errors column to see the status of individual account upgrades.

Detailed states for the SuiteApp upgrade can be viewed from the SuiteApp Version History and Installed SuiteApps pages. For more information, see Viewing SDF SuiteApp Installation Status.

- Memo – is the memo text added by the release manager when the upgrade was pushed.
- View Details – redirects to the Upgrade details page for the current push operation.

3. (Optional) Click Done to close the SuiteApp details and return to the My SuiteApps page.

Upgrade Details for Each Account

The Upgrades page displays upgrade details for each account that the upgrade operation was performed on.

The following information is available for the upgrade operation:

- Version – is the SuiteApp version that was pushed to the accounts. The accounts are being upgraded to that version.
- Started – is the date and time the push operation initiated the upgrades.
- Finished – is the time the last account finished the upgrade process. This field is empty if there are still accounts remaining in the upgrade queue.
- Created By – is the release manager who performed the push operation to start the upgrade.
- Memo – is the memo text added by the release manager when the upgrade was pushed.

The following information appears for each account:

- Company Name – is the company name for the account that installed the SuiteApp.
- Company ID – is the company ID for the account that installed the SuiteApp.
- Status – is the current status of the SuiteApp upgrade for the account.
  - Complete – the push operation has completed for the select accounts. Although the push operation has completed, the SuiteApp upgrade for individual accounts might not have succeeded. To view errors for individual upgrades, see the Errors column.
  - Pending – the push operation has not yet started processing the SuiteApp upgrades for the selected accounts.
  - Installing – the installation is in progress to upgrade the SuiteApp for the selected accounts.
  - Error – the upgrade returned an error. To view the error, click the exclamation mark icon. For information about resolving errors, see Addressing SuiteApp Installation Failures.
- Started – is the time the SuiteApp upgrade started for the account.
- Finished – is the time the SuiteApp upgrade finished for the account.