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Sample Code

Oracle may provide sample code in SuiteAnswers, the Help Center, User Guides, or elsewhere through help links. All such sample code is provided "as is" and "as available", for use only with an authorized NetSuite Service account, and is made available as a SuiteCloud Technology subject to the SuiteCloud Terms of Service at www.netsuite.com/tos.

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As the Service is a multi-tenant service offering on shared databases, Customer may not use the Service in excess of limits or thresholds that Oracle considers commercially reasonable for the Service. If Oracle reasonably concludes that a Customer's use is excessive and/or will cause immediate or ongoing performance issues for one or more of Oracle's other customers, Oracle may slow down or throttle Customer's excess use until such time that Customer's use stays within reasonable limits. If Customer's particular usage pattern requires a higher limit or threshold, then the Customer should procure a subscription to the Service that accommodates a higher limit and/or threshold that more effectively aligns with the Customer's actual usage pattern.

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Oracle may make available to Customer certain features that are labeled "beta" that are not yet generally available. To use such features, Customer acknowledges and agrees that such beta features are subject to the terms and conditions accepted by Customer upon activation of the feature, or in the absence of such terms, subject to the limitations for the feature described in the User Guide and as follows: The beta feature is a prototype or beta version only and is not error or bug free and Customer agrees that it will use the beta feature carefully and will not use it in any way which might result in any loss, corruption or unauthorized access of or to its or any third party's property or information. Customer must promptly report to Oracle any defects, errors or other problems in beta features to support@netsuite.com or other designated contact for the specific beta feature. Oracle cannot guarantee the continued availability of such beta features and may substantially modify or cease providing such beta features without entitling Customer to any refund, credit, or other compensation. Oracle makes no representations or warranties regarding functionality or use of beta features and Oracle shall have no liability for any lost data, incomplete data, re-run time, inaccurate input, work delay, lost profits or adverse effect on the performance of the Service resulting from the use of beta features. Oracle's standard service levels, warranties and related commitments regarding the Service shall not apply to beta features and they may not be fully supported by Oracle's customer support. These limitations and exclusions shall apply until the date that Oracle at its sole option makes a beta feature generally available to its customers and partners as part of the Service without a "beta" label.
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NetSuite SuiteApps License Client

NetSuite SuiteApps License Client Guide for Administrators

Through the NetSuite SuiteApps License Client, NetSuite can control access to features of certain SuiteApps depending on whether the account has an active license for the SuiteApp. The license client controls license usage through the following functions:

- Communication between NetSuite accounts and the SuiteApp license server
- Secure caching of SuiteApp licenses
- SuiteApp license availability control

**Note:** In Sandbox and Release Preview accounts, the NetSuite SuiteApps License Client always returns an active license to the requesting SuiteApp. This is to allow users to have access to the full functionality of SuiteApps when testing in Sandbox.

NetSuite SuiteApps License Client Features

The NetSuite SuiteApps License Client enables account administrators to do the following:

- View the license information of the account on the License Dashboard
- Request license information
- View the audit trail of the communication between the NetSuite SuiteApps License Server and the NetSuite SuiteApps License Client, and the communication between other SuiteApps and the NetSuite SuiteApps License Client.

Installing the NetSuite SuiteApps License Client

To install the NetSuite SuiteApps License Client, use the following bundle information:

- Bundle name: **NetSuite SuiteApps License Client**
- Bundle ID: 116144

Upon installation, the NetSuite SuiteApps License automatically communicates with the NetSuite SuiteApps License Server to obtain license information.

You can view the License Dashboard to see the licenses retrieved for the account. See *Viewing the License Dashboard*. 
Viewing the License Dashboard

To view the License Dashboard, go to Setup > License Client > License Dashboard.

If the list in the SuiteApps subtab is empty, it means that there was no license data retrieved for the account.

To request license data, see Requesting License Data from the NetSuite SuiteApps License Server.

Example

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Client SuiteApps</td>
<td>Number of installed SuiteApps that are controlled by the NetSuite SuiteApps License Client.</td>
</tr>
<tr>
<td>Last License Refresh</td>
<td>Date and time of the most recent license cache data refresh.</td>
</tr>
<tr>
<td>Next Scheduled License Refresh</td>
<td>Expected date of license cache refresh.</td>
</tr>
<tr>
<td>TTL</td>
<td>Time to live. Expressed in days, the TTL indicates the lifespan of the license cache data in the account.</td>
</tr>
</tbody>
</table>

The SuiteApps subtab displays the following columns:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SuiteApp</td>
<td>SuiteApps for which a license has been purchased from NetSuite.</td>
</tr>
<tr>
<td>Status</td>
<td>Indicates the status of the license data in the NetSuite SuiteApps License Client:</td>
</tr>
<tr>
<td></td>
<td>Active – The license cache data is active.</td>
</tr>
<tr>
<td></td>
<td>Stale – The SuiteApp does not have an existing active license.</td>
</tr>
<tr>
<td></td>
<td>Unknown – License cache data is corrupted.</td>
</tr>
<tr>
<td>Start Date</td>
<td>License validity start date.</td>
</tr>
<tr>
<td>End Date</td>
<td>License expiry date.</td>
</tr>
</tbody>
</table>

Requesting License Data from the NetSuite SuiteApps License Server

The NetSuite SuiteApps License Client has a scheduled script that runs daily to check if the license cache data is stale or not. If the license cache data is stale, the system will automatically request data from the NetSuite SuiteApps License Server.

You can manually request new license keys any time, even if the TTL of the license data is not yet expired.
To manually request license information, go to Setup > License Client > Manual License Request. The system redirects you to a page informing you that the license request is in progress.

Requests and responses are logged in the audit trail. See Viewing the Audit Trail of the NetSuite SuiteApps License Client.

Viewing the Audit Trail of the NetSuite SuiteApps License Client

To view the audit trail, go to Setup > License Client > Audit Trail.

The audit trail enables you to keep track of the communication between the NetSuite SuiteApps License Server and the NetSuite SuiteApps License Client, and the communication between SuiteApps and the NetSuite SuiteApps License Client.

The following communication activities are recorded in the audit trail:

- License data requests sent to the NetSuite SuiteApps License Server
- License data responses received from the NetSuite SuiteApps License Server
- Bundle authorization requests sent to SuiteApps
- Bundle authorization responses received from SuiteApps
- Response timeouts

NetSuite SuiteApps License Client Audit Trail Codes

The following table describes the audit trail codes and messages you may encounter:

<table>
<thead>
<tr>
<th>Code</th>
<th>Type</th>
<th>Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIC006</td>
<td>Error</td>
<td>client.comm.LicenseRequester: No servers are registered to this account.</td>
<td>This error is thrown if the account does not have any servers registered. Server details should be included in the bundle.</td>
</tr>
<tr>
<td>CLIC010</td>
<td>Message</td>
<td>Resending license request to server (Retry {1}). Status: {2}</td>
<td>This message is being logged when the client is trying to resend the license request to the server after the initial failed request.</td>
</tr>
<tr>
<td>CLIC013</td>
<td>Message</td>
<td>Final license request attempt failed.</td>
<td>This message is being logged if the final attempt of the license retry functionality failed.</td>
</tr>
<tr>
<td>CLIC016</td>
<td>Error</td>
<td>client.comm.AuthRequester: No servers are registered to this account.</td>
<td>This error is thrown if the account does not have any servers registered. Server details should be included in the bundle.</td>
</tr>
</tbody>
</table>

NetSuite SuiteApps License Client FAQ

What does the TTL mean on the License Client Dashboard?

TTL means Time to Live. It is expressed in days and indicates the validity of the license data stored in the License Client. For example, if TTL is 1, it means that the License Client requests license data from the License Server every day.
How do I know that the License Client has communicated with the License Server?

Go to Setup > License Client > Audit Trail. You should see three entries logged upon installation. Two entries are License Server Request types and one entry is the License Server Response type. The presence of the License Server Response Type entry is an indication that the License Client and License Server have communicated successfully.

How do I check the licenses that were retrieved from the License Server?

Go to Setup > License Client > License Dashboard. The page shows all the license data retrieved from the License Server.

My account was just given a new license but it is not reflected in the License Client. How can I retrieve the latest license data for my account?

Go to Setup > License Client > Manual License Request. This will trigger a request to the License Server to retrieve latest license data. Then, you can check the licenses retrieved by going to Setup > License Client > License Dashboard.