

**[Fivetran Support] Re: Re: MAR Question**

17 messages

**Support** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Fri, Jun 2, 2023 at 12:03 PM

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.

**Jordan Wright**

Jun 2, 2023, 7:03 PM UTC

Okay I don't think I fully understand why this would be happening though. Are you saying that 116,000 of the records had been deleted? The last time this happened it was determined that it was an error from FiveTran and the development team had to fix a bug in the system. Is it not the same thing here? I only have 112370 records for the transactionaccountingline table in my bigquery destination.

**Vi (Fivetran Support)**

Jun 2, 2023, 6:48 PM UTC

Hello Jordan,

Thank you for contacting us. My name is Vi from Fivetran Support and I will assist with this ticket.

lastmodifieddate=NULL in `transactionaccountingline` table is expected because this column was introduced starting NetSuite 2023.1 release. So all records before this release would have NULL value, which is also NULL in the Netsuite source.

As for the MAR, this is due to the small records being re-imported due to [deletes](#).

"transaction" is a re-import column of `transactionaccountingline` table and is used to create ranges of the data and we store checksum against every range and then in next sync. We reimport the range where checksum mis-matches compared to previous sync. This column is more spread across and hence will give us more ranges. This results in smaller range sizes and in case of deletes small number of records would be re-imported.

A full re-import of the `transactionaccountingline` table would be 224k rows:

May 2023 Closed Month

[Go to account usage](#)

Daily MAR

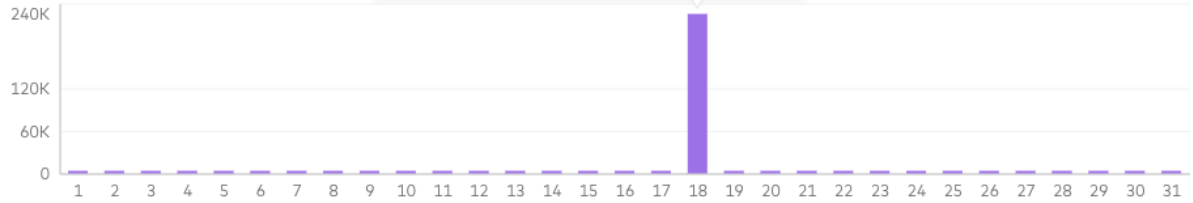
**May 18, 2023** 225,103

Top 3 tables shown

transactionaccountingline	224,996	N/A
fivegran_audit	107	15 % ↓
account	0	N/A

Percentages compare against yesterday's table data

Resync (Fr... x +4more



Search by table name

32/32 tables graphed

<input checked="" type="checkbox"/> Table	MAR	% change
<input checked="" type="checkbox"/> transactionaccountingline	224,996	↑ 16,456 %

Since the re-import for deletes is in smaller ranges, the MAR is 116k:

Jun 2023 Current Month

[Go to account usage](#)

**Jun 01, 2023** 130,958

Top 3 tables shown

transactionaccountingline	116,702	N/A
transactionline	1,188	N/A
consolidatedexchangerate	1,043	N/A

Percentages compare against yesterday's table data

Resync (Fr... x +5more



Search by table name

32/32 tables graphed

<input checked="" type="checkbox"/> Table	MAR	% change
<input checked="" type="checkbox"/> transactionaccountingline	116,702	N/A

Please let us know if you have any other questions or concerns.

Best,  
Vi

Senior Customer Support Engineer  
North America, Pacific Standard Time (8am-5pm)

<https://status.fivetran.com/>



**Jordan Wright**

Jun 2, 2023, 5:26 PM UTC

This is a follow-up to your previous request [#138642](#) "MAR Question"

It seems like this same thing happened again yesterday with this connector. I had another MAR spike of over 110,000 rows from the transactionaccountingline table. Is this still an issue on you end? My table in my destination is still showing null values for my lastmodifieddate as well.

Attachment(s)

[Screenshot 2023-06-02 122512.png](#)

[Screenshot 2023-06-02 122600.png](#)

This email is a service from Fivetran Support.

[6K7YYK-6X0XV]

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Mon, Jun 5, 2023 at 8:46 AM

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 5, 2023, 3:46 PM UTC

Hello Jordan,

I can investigate this further.

Fivetran needs access to your data to resolve your case. Access will expire automatically after 21 days, or you can revoke access at any time.

We need access to: *connector\_type\_netsuite\_suiteanalytics* connector *netsuite\_suiteanalytics* and destination *enersponse*.

Make sure that a user with Edit permission on *netsuite\_suiteanalytics* and *enersponse* authorizes our access request.

[Grant Fivetran access](#)

Thank you

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

**Support** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Mon, Jun 5, 2023 at 8:54 AM

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Jordan Wright**

Jun 5, 2023, 3:54 PM UTC

I just gave the requested access.

[Quoted text hidden]

[Quoted text hidden]

Mon, Jun 5, 2023 at 8:55 AM

**Fivetran System User (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Fivetran System User (Fivetran Support)**

Jun 5, 2023, 3:55 PM UTC

Jordan Wright ([jordan@renderco.com](mailto:jordan@renderco.com)) approved access to your connector, netsuite\_suiteanalytics, and group, enersponse, for 21 days.

[Quoted text hidden]

[Quoted text hidden]

Tue, Jun 6, 2023 at 9:43 AM

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 6, 2023, 4:42 PM UTC

Hello Jordan,

Thank you for granting access.

I have opened a ticket with our engineering team to further investigate this issue and will get back to you as soon as I hear back.

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[Quoted text hidden]

[Quoted text hidden]  
[220DD2-EKPKN]

Mon, Jun 12, 2023 at 4:48 PM

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 12, 2023, 11:48 PM UTC

Hello Jordan,

Update:

The rise in MAR is due to ranges getting reimported during delete capture for the connector. This is an expected behavior.

More details:

What are the reasons for MAR spikes in a connector?

NetSuite tables fall into one of two categories:

- Reimport tables: Tables that need to be reimported completely

- Incremental tables: Tables for which we only fetch the data changes since the last sync time.

Another possible reason for the MAR spike is our delete capture strategy as, for tables with composite primary keys, we sync the entire chunk of records in case the checksum for that respective chunk doesn't match the older checksum.

For example, transactionLine is a special table that has 2 PKs (transaction and id). The transaction column is used for re-import and the id is a weak PK.

Consider the following source data:

transaction	id
1	1
1	2

We sync this data to the destination.

In the next sync, the source changes.

transaction	id
1	1

A transaction line got deleted.

We will re-import this range. As a part of re-import, we will still get the record with transaction 1. We call upsert with this record.

Since the id was a weak PK, the destination record with id 2 will be hard-deleted and `_fivetran_synced` for the record with id 1 will update.

So even though record (1, 1) didn't change at source, it was upserted again during range re-import which is contributing towards MAR.

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[Quoted text hidden]

[Quoted text hidden]

**Support** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Tue, Jun 13, 2023 at 8:31 AM

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Jordan Wright**

Jun 13, 2023, 3:31 PM UTC

Vi,

Can you confirm though that the transactionaccountingline table would have this happen as well. I don't think I completely understand what is happening here. I am mostly still confused about how we could have 116,702 rows loaded (or reimported) in one day for a table that only has 113,195 rows in it as of now. I know I already mentioned this but it is incredibly confusing to me that such a small set of data that has a "lastmodifieddate" field to help trigger loads would have a load greater than the entire data set in one day.

Thanks again for your diligence in helping look into this.

Jordan

[Quoted text hidden]

[Quoted text hidden]

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Tue, Jun 13, 2023 at 4:51 PM

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 13, 2023, 11:51 PM UTC

Hello Jordan,

We checked our logs for the number of records being synced by the connector and found it to be around 112K for June 1st, but the usage tab shows the record count to be 116K. I have asked our pricing team to take a look and will keep you updated.

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Fri, Jun 16, 2023 at 6:07 PM

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**  
Jun 17, 2023, 1:07 AM UTC

Hello Jordan,

Updates:

Our developers confirmed this is expected and is due to HLL precision. 113,470 rows from the source (full table content) we estimate as 117,459.

Under the hood, the algorithm that we use to estimate MAR is called [HyperLogLog](#) - this is an algorithm to estimate but not get an exact count of the number of distinct values in a set. It's used across the world by Facebook to estimate likes on a post, Instagram to estimate impressions, Twitter to estimate retweets etc.

In Fivetran terms, we use it to estimate the number of unique primary keys in a given month, which in turn, allows us to get an estimate MAR. The key here is that this algorithm is an estimation, not an exact count of all rows, and it does have a margin of error that can go 2%-3% over or under.

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Sun, Jun 18, 2023 at 9:41 AM

**Support** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Jordan Wright**  
Jun 18, 2023, 4:41 PM UTC

Vi,

Thanks for the response. Are there ways to address this in any way? I don't think it makes sense for us to replicate the same 100,000 records each month and incur those costs if there are not changes being made to them in the source system. If you have any suggestions that would be great.

Jordan

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Tue, Jun 20, 2023 at 8:38 AM

**Support** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Jordan Wright**

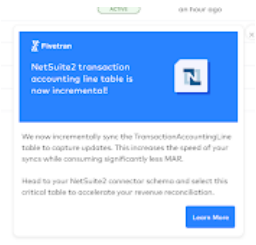
Jun 20, 2023, 3:38 PM UTC

Vi,

I just had this popup show up on my screen and I was wondering if this will fix out MAR issue here?  
ACTIVE an hour ago

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mceclip0.png  
46K

Tue, Jun 20, 2023 at 10:30 AM

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 20, 2023, 5:30 PM UTC

Hello Jordan,

The `transactionaccountingline` table is syncing incrementally however, the capture delete process is more inline with the re-import strategy. You are deleting records and therefore the capture delete process is driving up MAR.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Tue, Jun 20, 2023 at 5:06 PM

**Mike Lambeth** <mike@renderco.com>  
To: Support <support@fivetran.com>

Cc: Jordan Wright <jordan@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Hi Vi - this is a little confusing and thank you for your continued support.

We aren't really deleting records in netsuite so it seems strange that five Tran is identifying a deleted record. Especially at such volume. Can you go into more detail as to how Fivetran is recognizing these transaction accounting line table records as deleted? We are basically being charged over \$100 per netsuite integration for this one table. We may decide to turn it off and not use it's data if we can't figure out why they are recognized as deleted and repulsing the records.

[Quoted text hidden]

--  
Mike Lambeth  
775.813.0944  
mike@renderco.com



Wed, Jun 21, 2023 at 8:24 AM

**Vi (Support)** <support@fivetran.com>  
Reply-To: Support <support@fivetran.com>  
To: Jordan Wright <jordan@renderco.com>  
Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 21, 2023, 3:24 PM UTC

Hello Mike,

Consider the following source data:

transaction	id
1	1
1	2

We sync this data to the destination.

In the next sync, the source changes.

transaction	id
1	1

A transaction line got deleted.

We will re-import this range. As a part of re-import, we will still get the record with transaction 1. We call upsert with this record.

Since the id was a weak PK, the destination record with id 2 will be hard-deleted and `_fivetran_synced` for the record with id 1 will update.

So even though record (1, 1) didn't change at source, it was upserted again during range re-import which is contributing towards MAR.

So with checksum, let's say we are checking from range 0 to 100, if one record gets deleted in that checksum, we see there is a difference in that range, so will re-import 99 records, even though only one record was deleted.

Please let us know if you have any other questions or concerns.

Best,

Vi

Senior Customer Support Engineer

North America, Pacific Standard Time (8am-5pm)

<https://status.fivetran.com/>



**Mike Lambeth**

Jun 21, 2023, 12:06 AM UTC

Hi Vi - this is a little confusing and thank you for your continued support.

We aren't really deleting records in netsuite so it seems strange that five Tran is identifying a deleted record. Especially at such volume. Can you go into more detail as to how Fivetran is recognizing these transaction accounting line table records as deleted? We are basically being charged over \$100 per netsuite integration for this one table. We may decide to turn it off and not use it's data if we can't figure out why they are recognized as deleted and repulsing the records.

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[Quoted text hidden]



Mike Lambeth <mike@renderco.com>

Thu, Jun 22, 2023 at 3:48 PM

To: Support <support@fivetran.com>

Cc: Jordan Wright <jordan@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

Thanks, The explanation makes sense but doesn't help us solve the Mar issue. I don't mind paying if all 99 records needed to be updated but we are paying for records that didn't change based on the Checksum methodology. Is there any way for us to work around this? I know we can turn the table off but that doesn't really work for us. We need the table. I'm just worried if we get a large change we would resync the entire table and pay \$4000 dollars when only 1 record changed. Any ideas would be much appreciated.

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**Vi (Support)** <support@fivetran.com>

Thu, Jun 22, 2023 at 5:04 PM

Reply-To: Support <support@fivetran.com>

To: Jordan Wright <jordan@renderco.com>

Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Vi (Fivetran Support)**

Jun 23, 2023, 12:04 AM UTC

Hello Mike,

Unfortunately, this is how the connector works with MAR and there is no work around this. If you need to re-sync any tables for data integrity issues, we can re-sync for you (free), but this is how the Checksum methodology works and the charged MAR will be first of every month.

Please let us know if you have any other questions or concerns.

Best,

Vi

Senior Customer Support Engineer

North America, Pacific Standard Time (8am-5pm)

<https://status.fivetran.com/>



**Mike Lambeth**

Jun 22, 2023, 10:48 PM UTC

Thanks, The explanation makes sense but doesn't help us solve the Mar issue. I don't mind paying if all 99 records needed to be updated but we are paying for records that didn't change based on the Checksum methodology. Is there any way for us to work around this? I know we can turn the table off but that doesn't really work for us. We need the table. I'm just worried if we get a large change we would resync the entire table and pay \$4000 dollars when only 1 record changed. Any ideas would be much appreciated.

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**Fivetran System User (Support)** <support@fivetran.com>

Sun, Jun 25, 2023 at 8:01 PM

Reply-To: Support <support@fivetran.com>

To: Jordan Wright <jordan@renderco.com>

Cc: Mike Lambeth <mike@renderco.com>, Rachel Hylas <rachel.hylas@fivetran.com>

##- Please type your reply above this line -##

Hi Jordan,

Your case (145870) has been updated. To add additional comments, please reply to this email.



**Fivetran System User (Fivetran Support)**

Jun 26, 2023, 3:01 AM UTC

The Fivetran Support Team's access to your connector, netsuite\_suiteanalytics, and group, enersponse, has ended. The Fivetran Support Team will no longer be able to access your netsuite\_suiteanalytics and enersponse data.

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