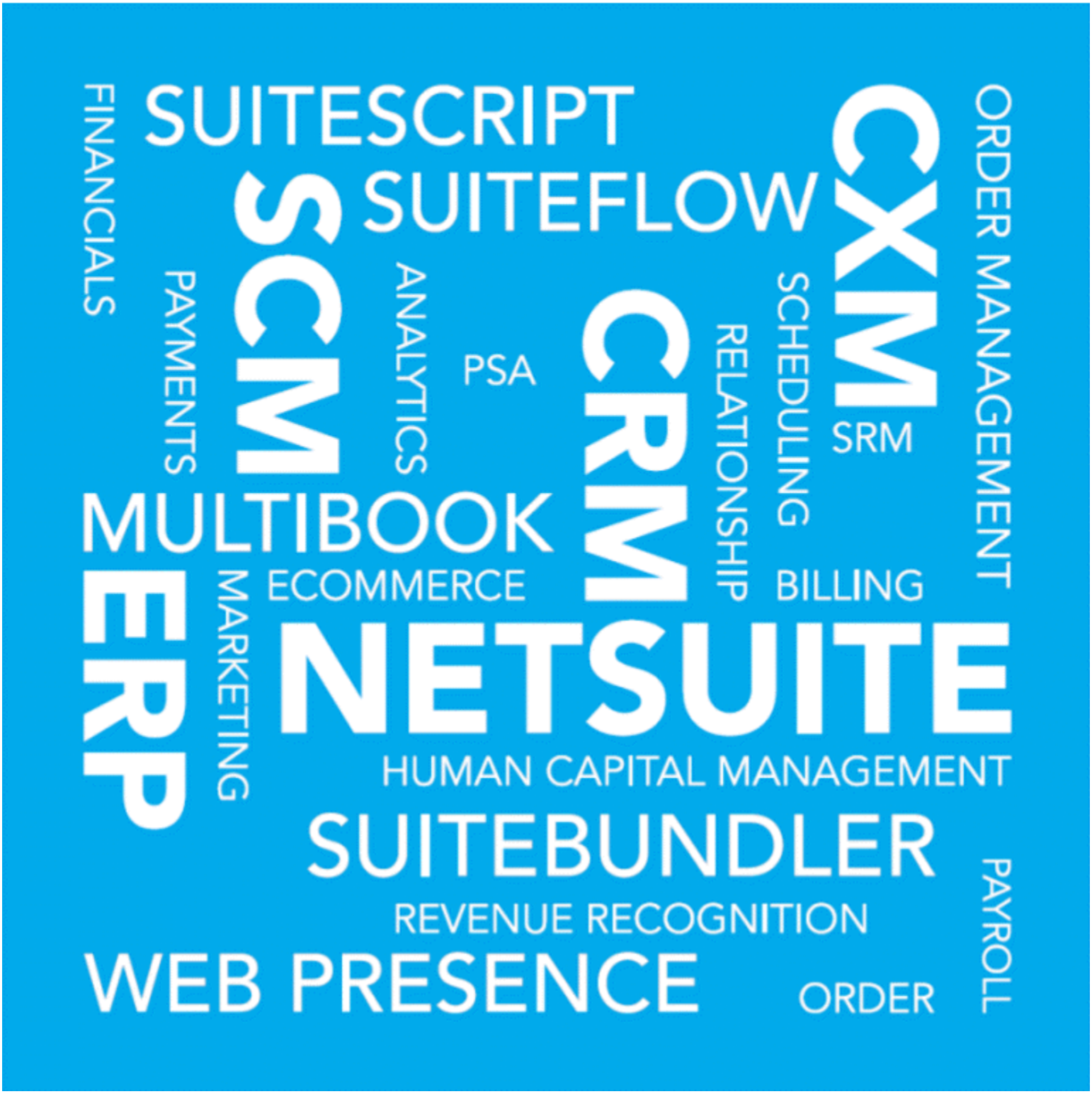
NetSuite SuiteApps License Client



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To report software issues, contact NetSuite Customer Support.

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NetSuite SuiteApps License Client

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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 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.

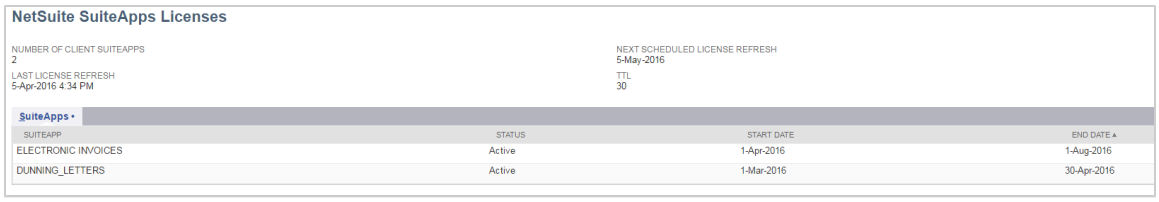
Viewing the License Dashboard

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



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

The SuiteApps subtab displays the following columns:

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

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:

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

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.