



TIPS & TRICKS

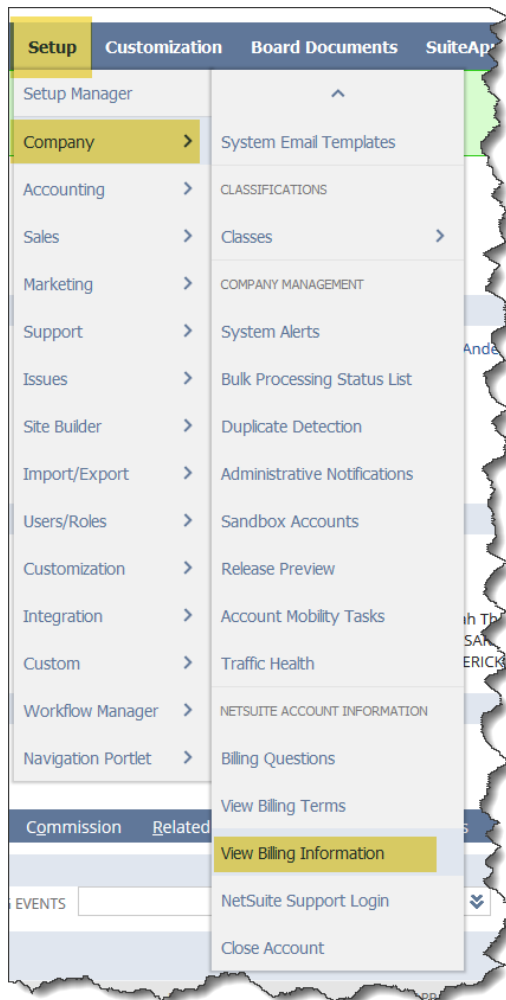
Margie Komninos

PlantScan Corporation

- NetSuite Licensed Modules
- Number of NetSuite seats and how many are used
- Identify the active users
- Upgrade dates
- What to do when you have a down or slow system

What Modules Do We Have?

Setup > Company > View Billing Information > Add-On Components tab

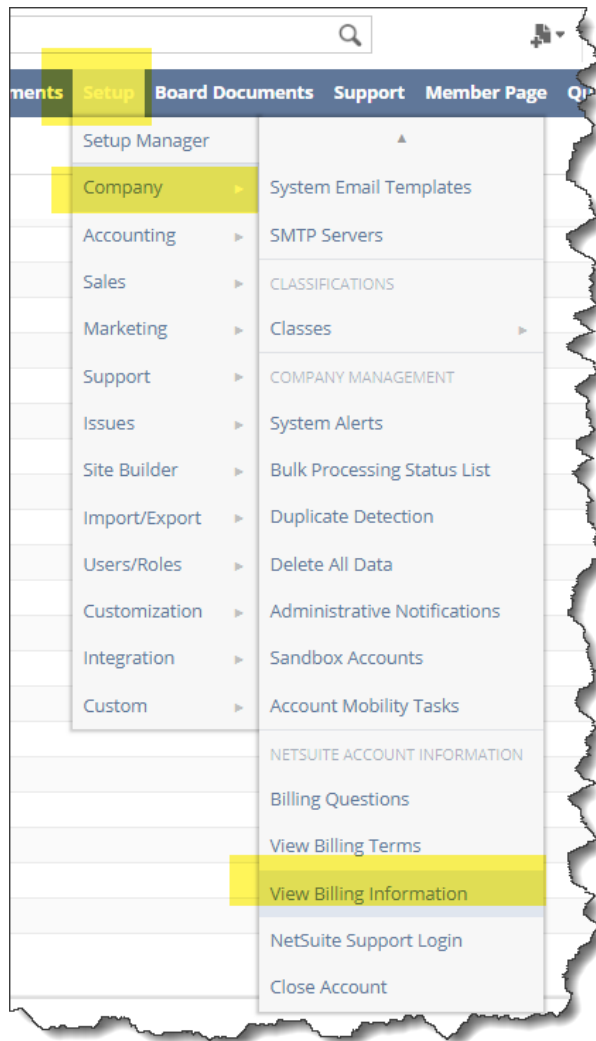


Billing Information

PRODUCT
ANNIVERSARY DATE 10/31/2019
SERVICE TIER Standard [View all tiers](#)

Billable Components		Add-On Modules	Add On Bundles
ENABLED	NAME ▲	DESCRIPTION	
Yes	Advanced Billing	Allows service companies to manage recurring billing on sales orders.	
	Advanced Employee Permissions	Allows increased flexibility and control over what employee information ro	
	Advanced Expense Management	Features for Advanced Expense Management Capabilities	
Yes	Advanced Financials	Features for Advanced Financial Capabilities	
Yes	Advanced Inventory	Features for Advanced Inventory Capabilities	
Yes	Advanced Order Management	Features for Advanced Order Management Capabilities	
	Advanced Procurement	Features for Sourcing and Vendor Management	
	Advanced Revenue Recognition	Features for Advanced Revenue Recognition Capabilities	
	Advanced Subscription Billing	Allows advanced subscription features.	
	Charge Based Billing	Enables a set of features required for the Charge Based Billing.	
Yes	Custom Secure Domain	Custom Secure Domain	
	Dedicated Sandbox	Dedicated Sandbox	

How Many NS Seats Have We Used?



Billing Information

Employee Center	5	0
File Cabinet Size (MB)	10,000	1,175.82
Full Access User	8	5
HR Employee		6
Integration Units	100,000	1
Offline Client User	0	0
Payroll		0
QuickBooks Upload	1	1
Retail User	0	0
Sandbox Refreshes Count	0	0
Secure Customer Domain	3	0
Site Builder Site Count	1	1
Subsidiary Count	1	1
Subsidiary Country Limit		0
Suite Cloud Plus License	0	0
SuiteCommerce Advanced Site Count	0	0
TBA Access Tokens User	0	0
Total Storage Size (MB)	10,000	590
Two-Factor Authentication User	0	0
Unified Governance Tier of Service		0

Setup > Company > View Billing Information > Billable Components tab

What Users are Active?

Create a Saved Search

Criteria

Standard (2)

FILTER *	DESCRIPTION *
Login Access	is true

Results

Columns (4)

Remove all Add Multiple

FIELD *	SUMMARY TYPE
Name	Group
Job Title	Group
Login Access	Group
Login Audit Trail : Date	Maximum

Results

Last Login Employee Search:

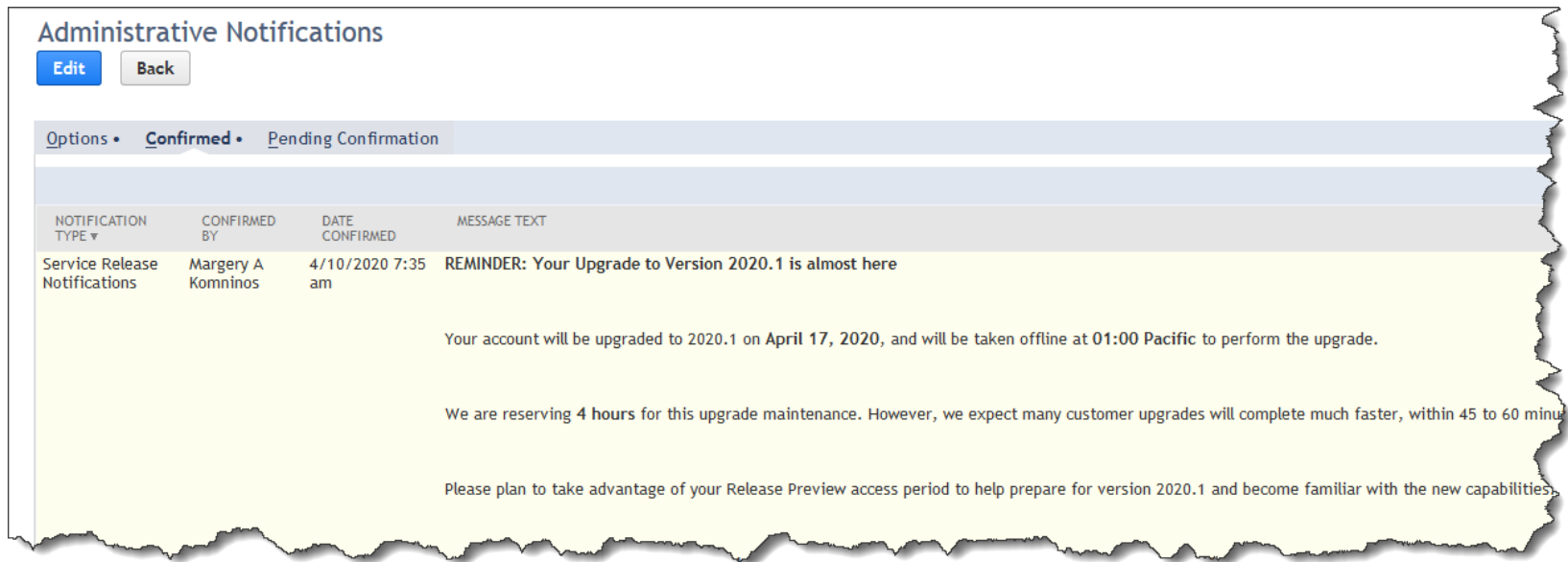
TOTAL: 7		
NAME	JOB TITLE	MAXIMUM OF DATE ▼
[blurred]	Sponsorship/Membership Chair	6/12/2020 12:24 pm
[blurred]	Speaker Chair	6/12/2020 9:12 am
[blurred]	Treasurer	6/10/2020 5:05 pm
[blurred]	Events Chair	6/9/2020 6:44 am
[blurred]	President	6/8/2020 6:25 pm
[blurred]	Communications Chair	5/24/2020 12:10 am
[blurred]	Treasurer	10/4/2019 8:50 am

Upgrade Dates?

- **Setup > Company > Administrative Notifications**
- Click on **Confirmed** tab
- Sort by **DATE CONFIRMED** in descending order and then **sort NOTIFICATION TYPE** in descending order. Look for “Service Release Notifications”

Note:

- Can't export or create a saved search on these messages
- If too many duplicate messages (all admin receive by default) then go the Options tab and change who receives the notifications.

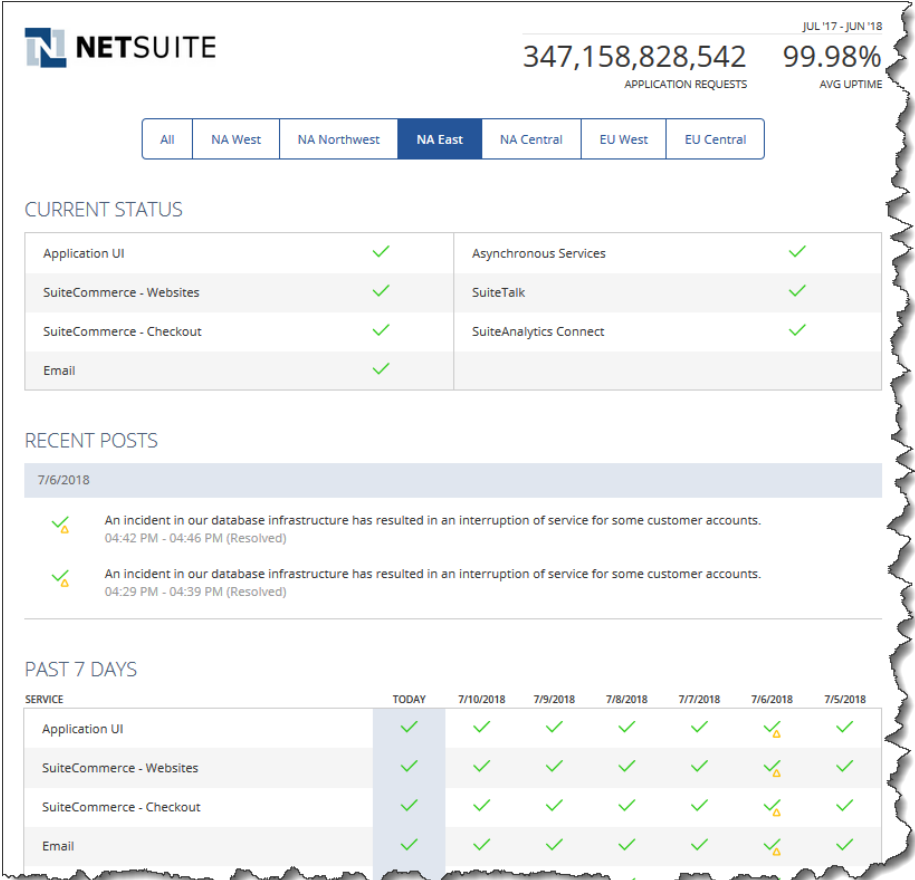


The screenshot displays the 'Administrative Notifications' page. At the top, there are 'Edit' and 'Back' buttons. Below them, navigation tabs include 'Options', 'Confirmed' (which is selected), and 'Pending Confirmation'. A table lists the notifications with columns for 'NOTIFICATION TYPE', 'CONFIRMED BY', 'DATE CONFIRMED', and 'MESSAGE TEXT'. A single notification is shown, which is highlighted in yellow. The message text is a reminder about an upgrade to version 2020.1.

NOTIFICATION TYPE	CONFIRMED BY	DATE CONFIRMED	MESSAGE TEXT
Service Release Notifications	Margery A Komninos	4/10/2020 7:35 am	<p>REMINDER: Your Upgrade to Version 2020.1 is almost here</p> <p>Your account will be upgraded to 2020.1 on April 17, 2020, and will be taken offline at 01:00 Pacific to perform the upgrade.</p> <p>We are reserving 4 hours for this upgrade maintenance. However, we expect many customer upgrades will complete much faster, within 45 to 60 minutes.</p> <p>Please plan to take advantage of your Release Preview access period to help prepare for version 2020.1 and become familiar with the new capabilities.</p>

Unusual Performance Issues?

- Go to NetSuite Status Page
<https://status.netsuite.com>
Used to be to find you location: look for 3 digits in URL after “system”
e.g. <https://system.na1.netsuite.com>
- Must ask your AM or VAR for your data center location
- RP/sandbox = West (don't know if it's still West)
- See SuiteAnswers 10040 for details



The screenshot shows the NetSuite Status Page for the period JUL '17 - JUN '18. It displays 347,158,828,542 application requests and a 99.98% average uptime. The current status is shown for the NA East region, with all services (Application UI, SuiteCommerce - Websites, SuiteCommerce - Checkout, Email, Asynchronous Services, SuiteTalk, SuiteAnalytics Connect) marked as operational with green checkmarks. Recent posts from 7/6/2018 report two incidents of service interruption due to database infrastructure issues, both resolved. A table for the past 7 days shows the status of services from 7/5/2018 to today, with some minor issues indicated by yellow triangles on 7/6/2018.

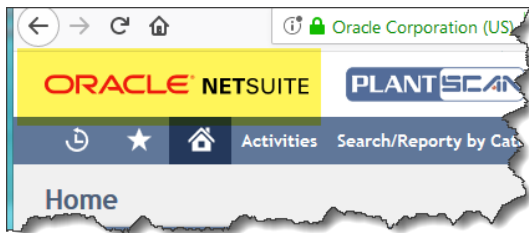
SERVICE	TODAY	7/10/2018	7/9/2018	7/8/2018	7/7/2018	7/6/2018	7/5/2018
Application UI	✓	✓	✓	✓	✓	⚠	✓
SuiteCommerce - Websites	✓	✓	✓	✓	✓	⚠	✓
SuiteCommerce - Checkout	✓	✓	✓	✓	✓	⚠	✓
Email	✓	✓	✓	✓	✓	⚠	✓



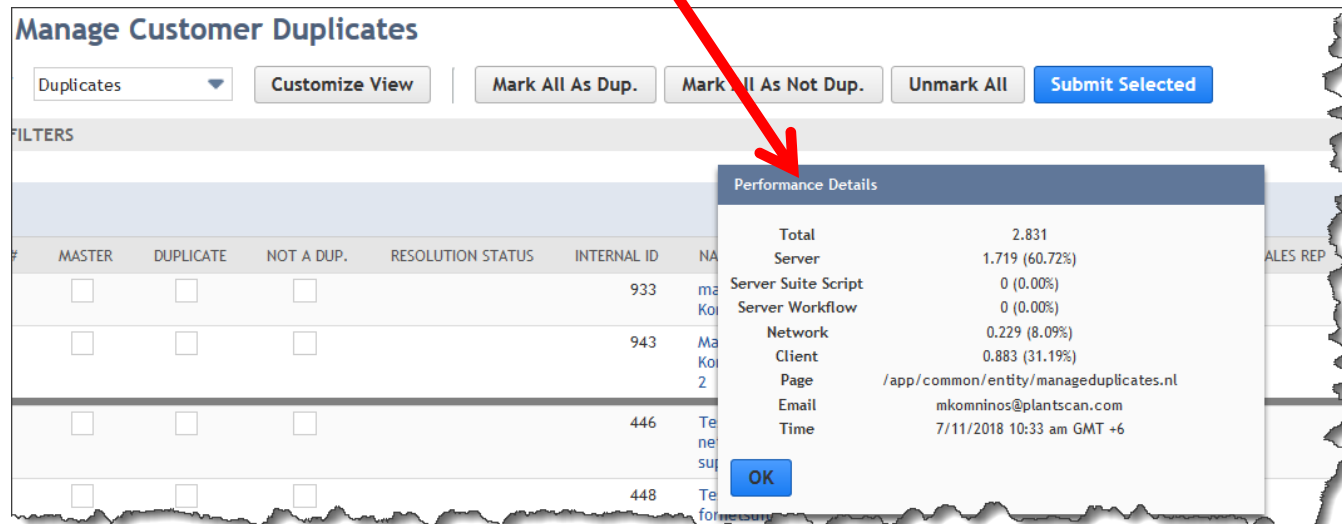
To survive the outage:
Type **script debugger** in global search
Click on link and go to home page to continue working

Performance Details for the Page

Click on Oracle/NetSuite logo from any page



Results



The screenshot shows the 'Manage Customer Duplicates' page. At the top, there are buttons for 'Mark All As Dup.', 'Mark All As Not Dup.', 'Unmark All', and 'Submit Selected'. Below these are 'FILTERS' and a table with columns: MASTER, DUPLICATE, NOT A DUP., RESOLUTION STATUS, INTERNAL ID, and NAME. A red arrow points from the word 'Results' to a 'Performance Details' modal window that is open over the table. The modal displays the following performance metrics:

Performance Details	
Total	2.831
Server	1.719 (60.72%)
Server Suite Script	0 (0.00%)
Server Workflow	0 (0.00%)
Network	0.229 (8.09%)
Client	0.883 (31.19%)
Page	/app/common/entity/manageduplicates.nl
Email	mkominos@plantscan.com
Time	7/11/2018 10:33 am GMT +6

An 'OK' button is located at the bottom of the modal.