

NetSuite 2017.2 Concurrency Governance

On August 18, 2017, NetSuite rolled out a change that could affect some of our NetSuite customers who use web services and/or RESTlets.

NetSuite is introducing "Concurrency Governance." In previous releases of NetSuite, concurrency for web services and RESTlets was governed separately per user and authentication method. NetSuite 2017.2 includes changes to concurrency governance. As of this release, web services and RESTlet concurrency is additionally governed per account. The new account governance limit applies to the combined total of web services and RESTlet requests.

For example, if you are on Service Tier 1 and you have five SuiteCloud Plus licenses, the limit for concurrent requests in your production account is 65 (15 + (5 × 10)). If you are on shared service with one SuiteCloud Plus license, your account limit is 15 (5 + 10).

If you exceed the limit for concurrent requests, an error is thrown. RESTlet and web services requests that are rejected because an account has exceeded the concurrency governance limit result in one of the following server responses.

For RESTlet requests, the following errors occur:

- HTTP error code: 400 Bad Request
- SuiteScript error code: SSS_REQUEST_LIMIT_EXCEEDED

For web services requests, the following SOAP faults occur:

- ExceededConcurrentRequestLimitFault
- ExceededRequestLimitFault

NetSuite Recommended Actions:

Review your NetSuite client applications to ensure they can handle the error codes. Upgrade your client applications to serialize your requests, or to try sending a request later if the client application receives the WS_CONCUR_SESSION_DISALLOWED response.

For further details, please review the [NetSuite 2017.2 Release Notes](#) on page 71 & 72. This announcement is also posted within the [Jitterbit Community](#).