Concurrency governance cheat sheet

following governance types are in place simultaneously for each integration

Account limit
This value is derived from the service tier, the number of SuiteCloud Plus (SC+) licenses and account type (developer accounts have base limit = 5).

Integration limit
Part of the account limit can be allocated to a specific integration. This limit applies to total requests within such integration (Application ID).
The limit is optional and can be configured in integration record.

Service Tier	Account Base Limit*	1 SC+ Licence	3 SC+	6 SC+	12 SC+
Standard	5 concurrent requests for account	5+1×10=15	-	-	-
Premium	15	15+10	15+30	-	-
Enterprise	20	20+10	20+30	20+60	-
Ultimate	20	20+10	20+30	20+60	20+120

*The base limit is increased by 10 for each SC+ license. The number of SC+ licences may vary from 1 to maximum allowed.
Each of the current concurrency limits applies to the combined total of SOAP and REST Web Services and RESTlet requests

Account limit = sum (**Integration limits**) + **Unallocated limit**
Unallocated limit applies to all integrations with no limit having set.

Please note that legacy **User limit** applies only to SOAP requests of a user authenticating with deprecated methods (RLC or session based authentication) with endpoints older than 2020.2.

4 sample scenarios – how many concurrent requests can I have?

3 different clients/integrations are querying 3 different accounts with following amount of requests:
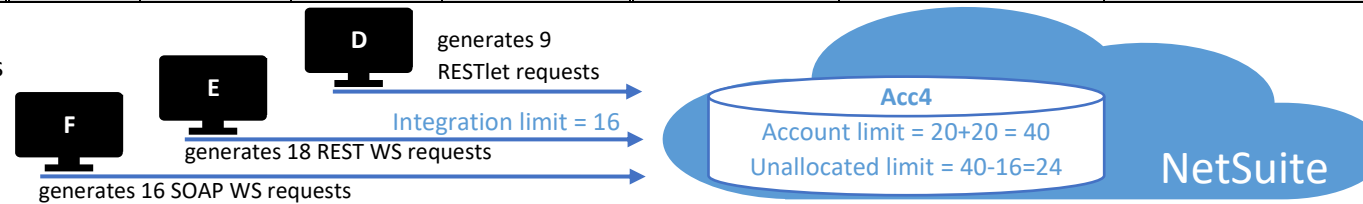
Scenario	Integration record		Snapshot of all incoming requests at one time				Account				Requests status	
No.	Integration	Integration limit	SOAP WS	REST WS	RESTlet	Total requests	Service Tier	SC+ License	Total Account Limit	Account ID	Success	Fail*
I	A	-	4	-	-	4	Standard	0	5	Acc1	4	0
II	B	-	-	12	4	16	Standard	1	15	Acc2	15	1
III	C	5			8	8	Premium	0	15	Acc3	5	3

Scenario IV in detail:

	D	-	-	-	9							
IV	E	16	-	18	-	43	Enterprise	2	40	Acc4	40	3
	F	16	16	-	-							

3 different integrations **D, E, F** send requests simultaneously to account **Acc4**

D generates 9 RESTlet requests
E Integration limit = 16 generates 18 REST WS requests
F generates 16 SOAP WS requests

Acc4
Account limit = 20+20 = 40
Unallocated limit = 40-16=24
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Integration limit applies to E
Integration **E** has limit 16 requests. Any 2 can fail.

Unallocated limit applies to D, F
External applications send concurrently 9+16=25 requests in total.
1 of these requests will be rejected.

* Please note: Governance framework can temporarily shortly allow more concurrent requests

See Help Center for other scenario

Concurrency governance cheat sheet

Recommended Actions

1. Periodically check available integration limit with getIntegrationGovernanceInfo API call.
2. Handle the error codes in client application.
3. Implement retry logic.
   a. Retry gradually increasing the delay if more attempts needed.
4. Analyse the frequency and level of concurrency peaks and consider rescheduling
   requests to be outside of regular peak times.
5. Consider increasing limit by more SC+ licenses
6. Monitor trends in concurrency usage to prevent broken integrations (see Navigation table below).
7. Consider allocating part of the account limit for your integration.
8. Optionally use getAccountGovernanceInfo to get account and unallocated limits and consider changing integration limit.

Code example demonstrates basic handling of SOAP WS error codes

```
int i = 0;
int maxAttempts = 5; // try it 5 times, then fail for good

        while (i < maxAttempts) {
                response = doWSCall();
                isSuccess = response.getIsSuccess();
                errorMsg = response.getErrorMsg();

                if (isSuccess == false && (errorMsg == WS_CONCUR_SESSION_DISALLWD || errorMsg == WS_REQUEST_BLOCKED)) {
                        wait();
                        i++; // try again
                } else {
                        break; // end the cycle
                }
        }
}
```

Method	Error codes	
	SOAP Fault	Error Message
Web Services + L/L or RLC *	ExceededRequestLimitFault	WS_CONCUR_SESSION_DISALLWD
Web Services + TBA	ExceededConcurrentRequestLimitFault	WS_REQUEST_BLOCKED
REST WS	HTTP error code: 429 Too Many Requests	
RESTlet	HTTP error code: 400 Bad Request	
	SuiteScript error code: SSS_REQUEST_LIMIT_EXCEEDED	

Error can occur for any of the requests that exceed the Unallocated limit at that moment   * SOAP legacy authentication

NetSuite navigation

What	Where
Account concurrency limit	Setup > Integration > Integration Management > Integration Governance
Total requests (number, ratio)	
Rejected requests	
Reports about rejected SOAP WS requests	Reports > New Search -> Web Services Operations
Reports about rejected RESTlet requests	RESTlet script record > Log
Details about SOAP and REST WS requests that were rejected due to concurrency violation	Execution log on Integration record
Searchable details about SOAP requests	Setup > Integration > SOAP Web Services Usage Log
Web Services performance dashboard	The Application Performance Management SuiteApp (link)
Concurrency Monitor dashboard, monthly/hourly overview (heatmap), charts showing concurrency usage with drill down possibility to seconds	
Scheduling of integrations	
Decision tree – considering additional license, what is appropriate account concurrency limit	Help Center article