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Adobe Sign for NetSuite

Overview

Adobe Sign for NetSuite provides a complete eSignature integration with NetSuite. Using this integration, you can send agreements—such as contracts, quotes, and other documents requiring electronic signatures—to recipients directly from NetSuite. You can create and send Adobe Sign agreements from customer, lead, quote, and other NetSuite records. Adobe Sign updates NetSuite with the current status of agreements and stores agreements with the associated NetSuite records once they are fully executed. You can view the history of all agreements sent from NetSuite from within the product.

Version 4.0.2 release notes

Please refer to the Adobe Sign for NetSuite v4.0.2 release notes for more information.

Installing the bundle and configuring OAuth

Only a NetSuite administrator can install or update the bundle. In order to configure OAuth, this NetSuite administrator should also have Admin access in Adobe Sign. Before installing the bundle in your Production account, we recommend installing and testing the bundle in a NetSuite Sandbox account. See Creating an Adobe Sign agreement for more information about testing.

Note: Customers upgrading from v3.5.9 to v4.0.2 should NOT remove their existing API key. See Setting custom preferences (existing users) for more information on how the API key is used.

Installing the bundle for the first time

1. Navigate to Customization > SuiteBundler > Search & Install Bundles.
2. On the Search & Install Bundles page, enter “Adobe Sign” as keywords then click Search.
3. Click the Adobe Sign bundlename.
4. On the Bundle Details page, click **Install**.

5. In the Preview Bundle Install page, click **Install Bundle**. There is no need to change any of the default values on the page.

6. When the install dialog displays, click **OK** to proceed.

7. During the installation process, the status of the bundle displays as **Pending**. To display an updated status, click **Refresh**.
**Adobe Sign for NetSuite**


8. If you are already an Adobe Sign customer, proceed to [Configuring OAuth after installing or upgrading](#).
   If you do not have an Adobe Sign account, you can sign up for a FREE 30-day trial by clicking the link below:


   Follow the online registration steps to enable your Adobe Sign account.
Configuring OAuth after installing or upgrading

Adobe Sign uses OAuth 2.0 to authenticate your Adobe Sign account within NetSuite. This protocol allows NetSuite to communicate with Adobe Sign without requesting your password. Since sensitive information is not being shared directly between the apps, your account is less likely to be compromised. This authentication will not impact your implementation, but you must do a one-time configuration after installing or upgrading to the v4.0.2 bundle in your Production or Sandbox account. This configuration authorizes your installed NetSuite bundle to communicate with Adobe Sign.

As mentioned above, the NetSuite Administrator who configures OAuth must also have Admin account access in Adobe Sign.

1. In NetSuite, navigate to the Adobe Sign Config list page:
   - Use the NetSuite Global Search field in the header to search for the “Adobe Sign Config” custom record type
   - In the Search Results page, click View for the Adobe Sign Config record

2. On the Adobe Sign Config List page, click View to the left of Using OAuth to Access Adobe Sign APIs.
3. On the Adobe Sign Config page, click **Login In With Adobe Sign**

4. When the Adobe Sign login page displays, enter your credentials.

5. After signing in to your account, the **Confirm Access** page (for OAuth) displays. Click **Allow Access**.
6. When the authorization is complete, you are redirected back to Adobe Sign Config page in NetSuite as shown below:

![Adobe Sign Config](image)

**Note:** If you are configuring OAuth in your Sandbox account, you will encounter the error “Could not determine customer compid” when the authorization completes. To proceed you must change the account domain portion of the URL (system.net suite.com) in your browser to point back to the NetSuite Sandbox as follows:

Change:

system.net suite.com/app/site/hosting/scriptlet.nl?script=745&deploy=1&web_access_point=https://echosign.com

To:

system.sandbox.net suite.com/app/site/hosting/scriptlet.nl?script=745&deploy=1&web_access_point=https://echosign.com
Updating the bundle (existing users)


**Note:** Customers upgrading to v4.0.2 should NOT remove their existing API key. See Setting custom preferences (existing users) for more information on how the API key is used.

**Before updating the bundle**

The amount of time required to update to the v4.0.2 bundle depends on the number of agreements that currently have a status of *Out for Signature*. Under normal circumstances, it takes 7 to 10 minutes to update 100 agreements. To determine how many *Out for Signature* agreements you have, do the following:

1. Navigate to *Customization > Lists, Records, and Files > Record Types*, then locate *Adobe Sign Agreement*. (You can also use Global Search).

2. Click the *Search* link to the right.

![Record Types](image)

3. Under *Status*, select the "Out for Signature" option, then click *Submit*.

![Submit](image)
Adobe Sign for NetSuite

Note the number of records to estimate your update time.

Updating the bundle

1. Navigate to Customization > SuiteBundler > Search & Install > List. Locate your current bundle as shown below.

   Note: If there is a new version of the bundle, an exclamation point icon displays to the right of the Version number of your current bundle.

2. From the Action drop-down menu, select Update
Adobe Sign for NetSuite

3. On the Preview Bundle Update page, click Update Bundle without changing any of the default values displayed on the page.

Note: You may get the following warning when updating the bundle. If you have not customized your NetSuite eSignature records, you should be fine to proceed. If you are unsure, it would be best to install the bundle on a Sandbox account to test it first before updating the bundle in a production account.

During the update installation process, the status of the bundle displays as Pending. To display an updated status, click Refresh.

Note: If the update appears to be taking a long time because you have a large number of Out for Signature agreements, you can check the Execution Log sub-tab for the Adobe Sign Bundle Installation script to determine the progress of your update. (See Determining the progress of the update for more information.)
After the bundle update is complete, Adobe Sign for NetSuite displays on the Installed Bundles page.
Configuring the bundle

Setting custom preferences

You can use custom preferences to specify how agreements are created and stored in NetSuite. In addition, the Auto Provision User in Adobe Sign preference allows you to specify whether NetSuite users are auto-provisioned in Sign services when they send agreements from NetSuite.

1. Navigate to Setup > Company > General Preferences.
2. Scroll down the page, then click to select the Custom Preferences sub-tab.
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3. Enable and configure your Adobe Sign preferences as needed:

- **Enter EchoSign API Key for Your Account**—Don’t add or edit any value in this field.
- **Use Parent Record Contact as Signer**—If enabled, the parent record contact defaults as the first signer when agreements are created. The sender can easily remove or edit the default signer or add additional signers to the agreement before sending.
- **Use Trans. Contact as Signer if present**—This preference is valid only if the Use Parent Record Contact as Signer preference is also enabled. If enabled, when generating an agreement from a Transaction Record (e.g., Quote), the primary Transaction contact defaults as the first signer. (See [Transaction Records](#) for more information.) If there is no primary Transaction contact, or if sending from NetSuite object record (e.g. Customer record, Partner record), the default recipient will be the primary contact for the customer email. The sender can easily remove or edit the default signer or add additional signers to the agreement before sending.
- **Allow Marking Recipients as Approvers**—If enabled, senders can mark recipients as approvers. Recipients marked as approvers can review and approve agreements, but they are not required to sign them. Approvers may be required to enter data into fields during the approval process.
- **Preferred Agreement Folder Id**—Used to specify the folder where the final signed agreements will be stored. If you don’t set a value for this field, final signed agreements are saved in the same folder as the original document file by default. The Folder Id must be a number.
- **Auto Attach Transaction PDF**—If enabled, Transaction PDFs are automatically attached to agreements when new agreements are created from Transaction records.
- **Add Signed PDF as (Attachment or Link)**—If List is selected from the drop-down, the Signed PDF is automatically added as a link to the file. If Attachment is selected from the drop-down, the signed PDF is stored in NetSuite as an attachment on the Agreement record.
- **Include Audit Trail PDF with Agreement**—If enabled, audit trail PDFs are automatically attached to Agreement records after the agreements are signed.
- **Identity Verification Method Applies to**—Enabling any of the identity verification methods dictates to whom the identity verification method is applied. The options are All Signers, External Signers Only, or Internal Signers Only.

**Identity Verification Methods**

Enabled identity verification method(s) can be selected when creating an agreement. If more than one identity verification method is enabled here, a **VerifySigner Identity** option displays on the Adobe Sign Agreement page.

- **Enable Password Required to Sign**—Requires signers to enter a one-time password you specify.
- **Enable Knowledge Based Authentication**—Requires signers to provide their name, address and optionally the last four digits of their SSN and then answer a list of questions verifying the information they provided. Available only in the United States.
- **Enable WebIdentity Authentication**—Requires signers to verify their identity by signing in to one of the following sites: Facebook, Google, LinkedIn, Microsoft Live, Twitter, or Yahoo!

- **Auto Provision User in Adobe Sign**—If enabled, users who send agreements in NetSuite are automatically auto-provisioned with an Adobe Sign user account.

4. Click **Save** at the top or bottom of the page to save your preferences.
Configuring automatic status updates

The Adobe Sign integration bundle allows you to automatically receive updates in NetSuite regarding the status of the agreements that have been sent from NetSuite. When this feature is enabled, NetSuite always reflects the current status of your agreements. You can enable automatic status updates as follows:

1. Navigate to **Setup > Company > Enable Features**.
2. Click to select the **SuiteCloud** sub-tab.
3. Enable the following options:
   - In the **SuiteBuilder** section, enable **Custom Records** option.
   - In the **SuiteScript** section, enable the **Client SuiteScript** and **Server SuiteScript** options and agree to the terms of service for both.
4. Click **Save**.

Your options should be set as shown in the image below:
Objects and record types

The Adobe Sign integration bundle already exposes the Adobe Sign Agreement object with many standard NetSuite objects including: Customer, Estimate, Lead, Opportunity, and Partner records. You can use the Adobe Sign bundle with other record types as well, including custom records.

The Agreement tab can appear with two types of NetSuite records: Entity and Transaction records. For our purpose we can usually assume that a Transaction record is a record that can be converted into a PDF document—e.g., a Quote—whereas an Entity record cannot.

Transaction records

If the agreement is created from a Transaction record, the first document on the agreement record will be the PDF version of the record it came from and the first recipient will be the email address of the record. If you don’t want the first document to be a PDF version of the record it came from, disable the Auto Attach Transaction PDF option under Setup > Company > General Preferences > Custom Preferences sub-tab (See Setting Custom Preferences for more information.)

Under Custom Preferences, you can also enable the Use Trans. Contact as First Signer preference if you want the primary transaction contact to be added automatically as the first signer.

When associated with a Transaction record, both the Agreements tab as well as a Send for Signature button display.
Entity records

If the agreement is created from an Entity record the first recipient will be the email address from the record. When associated with an Entity record, only the Agreements tab displays.

Customizing the bundle

Customizing the bundle includes the following:

- Deploying the scripts for the Agreements sub-tab and the Send for Signature button for the appropriate record types.
- Setting role permissions for your Adobe Sign recordtypes.
- Modifying permissions to grant access to the Agreements sub-tab and the Send for Signature button.

Configuring Adobe Sign agreements for additional record types

To deploy the Agreements sub-tab and the Send for Signature button for the appropriate record types, follow the steps below.

1. Navigate to Customization > Scripting > Scripts. The Scripts list page displays.

2. On the Scripts list page, locate the script you need to deploy, then click View.
   - To add the Send for Signature button, select the Adobe Sign Estimate Button script.
   - To add the Agreements tab, select the Adobe Sign Agreement Loaderscript.
3. On the Script page, click the Deploy Script Button

4. On the Script Deployment page, do the following:
   a) From the Applies To list, select the type of record.

   b) Optionally, enter script deployment ID. (See the Creating a Custom Script Deployment ID topic in the NetSuite Help Center for more information.) If you do not enter an ID, one is generated.

   c) Check the Deployed checkbox.
   d) Set Status to Released.

   Note: You do not need to specify an Event Type or Log Level.
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e) From the *Execute As Role* drop-down, select **Execute as Admin**.

f) With the *Audience* sub-tab active (it is active by default), select the specific roles or users that you want to grant access to. If you want to grant access to all roles and users, enable the respective **Select all** options.

g) Click **Save**. When the change confirmation displays, click **GoBack**.

5. Click **List** at the top of the Script Deployment page to get back to the *Scripts* list page.

6. Repeat steps 2 and 3 above for the otherscript.

Setting role permissions for Adobe Sign record types

Most NetSuite roles should have permission to use Adobe Sign without additional customization. However, you may need to grant permissions for any additional custom roles that have been created.

1. Navigate to **Customization > Lists, Records, & Files > Records Types**.

   **Note:** If you do not see the *Record Types* item, navigate to **Setup > Company > Enable Features > Suite Cloud tab** and enable the *Custom Records* option.
2. On the Record Types page, click Adobe Sign Agreement to select it.

3. On the Custom Record Type page, select Use Permission List from the Access Type drop-down.

Note: The Adobe Sign Agreement record type is the only Adobe Sign record type that required the Uses Permission List access type. See step 6 for instructions on setting the access type for the other Adobe Sign record types.
4. Click to select the Permissions sub-tab.

The list of roles and permissions displays.
5. Set permissions as follows for the additional custom roles added to the "Adobe Sign Agreement" record type.

   **Note:** See the Setting Up a Permissions List for a Custom Record Type topic in the NetSuite Help Center for more information.

   a) Select the role from the *Role* list.

   b) Set *Level* to *Full*.

   c) Set *Default Form* to *Custom EchoSign Agreement Form*.
d) Click to check the *Restrict Form* checkbox.

![Restrict Form checkbox](image)

e) Click **Add** to save the changes for the role row. The new row displays as shown below.

![Role row with custom form](image)

f) Repeat steps a through e above for all additional custom roles.

g) Click **Save** on the *Custom Record Type* page when permissions for all roles have been set. The *Customer Record Type* page redisplay.

6. Repeat steps 1 to 3 above to set the *Access Type* for all the other Adobe Sign record types to **No Permission Required**. This applies to following record types:
   - Adobe Sign Config
   - Adobe Sign Document
   - Adobe Sign Event
   - Adobe Sign Language
   - Adobe Sign ScriptErrors
   - Adobe Sign Signed Agreement
   - Adobe Sign Signer
Granting access to the Agreement tab and Send For Signature button

The Adobe Sign integration bundle already exposes the Adobe Sign Agreement object with many standard NetSuite objects (Customer, Estimate [Quote], Lead, etc.). The Agreement sub-tab is automatically enabled for the following types of objects: Customer, Lead, Opportunity, Partner, Prospect, Quote, and Vendor Bill. The Send for Signature button is automatically enabled only for the Quote object. NetSuite administrators can extend the ability to create agreements to additional CRM objects by modifying permissions to add the Agreement sub-tab, Send for Signature button, or both to those objects.

Modifying permissions to grant access to the Send for Signature button

1. Navigate to Customization > Scripting > Scripts. The Scripts list page displays. If necessary, use the filters to locate the Adobe Sign scripts.

2. On the Scripts page, locate the Adobe Sign Estimate Button script (controls the Send for Signature button), then click View.
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3. On the Script page, do the following:
   a) Click the Deployments sub-tab.

   ![Deployments sub-tab](image1)

   b) Under "Applies to" click the link for the entity that you want to modify access for (Quote in this example)

   ![Script Deployment page](image2)

   c) In the Script Deployment page, click the Edit button.
d) With the **Audience** sub-tab active (it is active by default), select the specific roles or users that you want to grant access to. If you want to grant access to all roles and users, enable the respective **Select all** options as shown below:

![Script Deployment](image)

e) Click **Save**.

**Modifying permissions to grant access to the Agreements tab**

1. Navigate to **Customization > Scripting > Scripts**
2. On the **Scripts** page, locate the **Adobe Sign Agreement Loader script** (controls the **Agreements tab**)
   - Click **View**
3. On the **Script** page, do the following:
   a) Click the **Deployments** sub-tab.
   b) Under "Applies to" click the link for the entity that you want to modify access for
   c) On the **Script Deployment** page, click the **Edit** button.
   d) With the **Audience** sub-tab active (it is active by default), select the specific roles or users that you want to grant access to. If you want to grant access to all roles and users, enable the respective **Select all** options.
   e) Click **Save**.
Using the Adobe Sign for NetSuite bundle

In order to send agreements from NetSuite and receive updates on those agreements, users must have the same login ID (email address) in NetSuite and in Adobe Sign.

Creating an Adobe Sign agreement

After installing a new bundle in a Sandbox or Production account, you should test the bundle by creating a new agreement. You can create Adobe Sign agreements from an entity record, from a transaction record, or as a standalone agreement.

**Note:** The process for creating an agreement differs slightly depending on how it is created. The general process involves specifying the options for your agreement, adding one or more agreement documents, and specifying the recipients. The process described below assumes that you are creating the agreement form a customer record.

1. Select or create a customer record you would like to send an agreement from, or you can select another NetSuite record type that has the Agreements tab enabled.

2. From the record, click on the Agreements sub-tab.

3. Click New Agreement
4. On the Adobe Sign Agreement page, click **Edit**.

5. Specify the options for your agreement as follows:
   - **Agreement Name**—Enter a name for the agreement.
   - **Message**—Enter a custom message for the recipient.
   - **Signature Type**—Select the type of signature accepted for the document. The options are e-Signature and Fax Signature.
   - **I Also Need to Sign This Agreement**—Enable this option to indicate that the sender also needs to sign the agreement.
   - **Signature Order**—If the I Also Need to Sign This Agreement option is enabled, select the order in which the sender and recipients should sign. The options are "I sign, then recipients sign", "Recipients sign, then I sign" and "None".
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- **Preview Documentor Position Signatures (or formfields)**—Enable this option to allow senders to preview the agreement and to allow them to add fields (drag and drop signature, initial fields, and other form fields) on to the agreement before it is sent to recipients.

- **Verify Signer Identity**—Enable this option then select one of the following identity verification options.

  **Note**: This option display only when more than one of the three signer identity verification methods listed below is enabled in Custom Preferences. (See Setting custom preferences for the first time for more information.) If only one preference is enabled, the Verify Signer Identity option does not display.

**Identity Verification Methods**

- **Password Required to Sign**: Require Signers to enter a one-time password you specify.
- **Knowledge Based Authentication**: Require signers to provide their name, address and optionally the last four digits of their SSN and then answer a list of questions verifying the information they provided. Available only in the United States.
- **Web Identity Authentication**: Require signers to verify their identity by signing in to one of the following sites: Facebook, Google, LinkedIn, Twitter, Yahoo! or MicrosoftLive.

- **Password Required To View PDF**—Enable this option to require that a recipient enter a password before opening a PDF of the agreement or the signed agreement. The PDF file that is sent to everyone will be encrypted and this password will be required to open it. Don't lose your password as it is not recoverable. In the event that you do lose the password, you'll need to delete that transaction and begin again.

- **Password/Confirm Password**—If the Password Required To View PDF option is enabled, enter the password that should be used to view the agreement.

- **Remind Recipients to Sign**—Specify if and how often reminders are sent to recipients. The options are Never, Daily or Weekly.

- **Language**—Specify the language in which the signing page and email notifications will be displayed to the recipients.

- **Host Signing for the First Signer**—Enable this option to allow the sender host in-person signing for the first signer.

- **Days Until Signing Deadline**—Enter a whole number to indicate the signing deadline for the agreement (Today’s date + number of days).

- **Parent Record**—Optionally, select a parent record to link it to the agreement.
6. Click the Documents tab.
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7. On the Documents sub-tab, attach an existing document from the file cabinet using the Adobe Sign Document drop-down and clicking Attach. Or, upload a new document by clicking on the New Adobe Sign Document button to access the Adobe Sign Document page (shown below) where you can type the name of a document in your NetSuite file cabinet, select files from your Transaction record (if applicable), or attach a new document. You can add multiple documents to an agreement.

8. Click the Recipients sub-tab to specify recipient by either selecting from the contact list or typing an email address.

   Each of your recipients can be marked as Signer or CC. If the Allow Marking Recipients as Approvers Signers custom preference is enabled, recipients can also be marked as Approvers. (See Setting custom preferences for the first time for more information). Signers must sign the agreement.
   Approvers must approve, but not sign the agreement, and may optionally need to add data to an agreement. Recipients marked as CC are notified of agreement updates and when the agreement is signed and completed.
   These CC recipients are not a party to the signature or approval process. If the Use Parent Record Contact as Signer custom preference is enabled alone or in conjunction with the Use Trans. Contact as Signer preference, the first recipient is defaulted, but can be changed.

   Click Add after entering each recipient.

9. Click Save to save the agreement.

Sending agreements for signature

When the agreement is ready to be sent, click the Send for Signature button.

If the Preview document or position signatures option is enabled, clicking the Send for Signature button opens a pop-up window that allows the sender to preview the document or drag form fields on to the document before it is sent. Remember to click the Send button in that window to send the agreement to the recipient.

If the Host Signing for First Signer option is enabled, clicking the Send for Signature button opens a pop-up window to allow the signer to sign the document with the sender present.
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A Host Signing for Current Signer link also appears next to the Host Signing for First Signer field, which can be accessed until the document is signed. Use this link to host agreement signing for multiplesigners, or to reopen the pop-up window if it accidentally closed.

Once the agreement is sent, recipients receive an e-mail informing them of the documents awaiting their signature. After the recipients have signed the document, the sender receives a notification by e-mail that the document has been signed.

**Sending from a quote**

Adobe Sign has a direct integration with Quotes in NetSuite so that a PDF of the quote is automatically generated and attached to the agreement record.

When viewing a Quote, click the **Send for Signature** button. The quote will be generated and automatically attached to the agreement. You can also add the Send for Signature button to other transaction record types. (See [Objects and record types](#) for more information.)

![Quote screenshot](image)

**Tracking status and sending reminders**

After you send an agreement, the document status changes to Out for Signature in the Agreement details section.

![Adobe Sign Agreement screenshot](image)
Adobe Sign for NetSuite

The Send for Signature button is replaced by the Update Status, Cancel Agreement, and Send Reminder buttons, which function as follows:

- **Update Status**—Click this button to manually update the status if status updates have not been configured. (See Configuring automatic status updates for more information.)
- **Send Reminder**—Click this button to send a reminder to the current signer.
- **Cancel Agreement**—Click this button to cancel an agreement. An agreement may be canceled after it has been sent for a signature if all recipients have not yet signed.

A new Events sub-tab displays in the agreement record where you can track the agreement’s status. You can see a history of the agreement events, which includes information about when the agreement was sent, viewed, and signed.
Agreement for Acme Systems Incorporated

Please sign this agreement.

Thanks.

Sent out for signature to kmagi

12/2/2015 11:48:19 am
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After the agreement is signed, its status changes to Signed. You can easily link back to the Parent Record for this agreement using the link. You can also use the “download” links under Signed Document and Audit Trail to access these documents. After the agreement is signed, an additional Signed Document sub-tab also displays. You can use this sub-tab to view imagethumbnails of the signed document.

Note: After an agreement has been sent for signature, you will not be able to edit the record. This is to preserve the record of events.

Uninstalling the Bundle

To uninstall the bundle, follow the steps provided in the NetSuite Help. (See the Uninstalling a Bundle topic in the NetSuite Help Center for more information.)

Please note that if you uninstall the bundle, unsigned agreements will be deleted. Signed agreements and their corresponding audit PDF files will not be affected. Do NOT uninstall the bundle if you need to retain your unsigned agreements.
Troubleshooting

Determining the progress of the update

If the update to 4.0.2 appears to be taking longer than, you can check the Execution Log sub-tab for the Adobe Sign Bundle Installation script to determine the progress of your update as follows:

1. Navigate to **Customization > Scripting > Scripts.**
2. On the **Scripts** page, locate the **Adobe Sign Bundle Installation** script then click **Edit**.
3. On the **Script** page, click to select the **Execution Log** sub-tab.
4. Click **Refresh**. The Execution Log updates to reflect the current status. The **Details** column displays the progress of the updates to your agreements.
Resolving access token issues

Users may encounter an “Access token provided is invalid or has expired” message when interacting with agreements.

This may occur for the following reasons:

- The NetSuite/Adobe Sign administrator who configured OAuth has revoked the access token.
- The access token has expired because no agreements have been sent from NetSuite in the past 60 days.
- The NetSuite/Adobe Sign administrator does not successfully complete the initial OAuth configuration.

You can easily resolve this issue by executing the OAuth configuration process again. See Configuring OAuth after installing or upgrading for more information.

Resolving document status issues

If automatic status updates have been configured, but agreement status is not updating after sending agreements, try the following:

1. Check the deployment execution log for the Adobe Sign External Update script to see if you are receiving calls from Adobe Sign as follows:
   a) Navigate to Customization > Scripting > ScriptDeployments
   b) On the Script Deployments page, locate the Adobe Sign External Update script, then click Edit.
   c) On the Script Deployment page, click to select the Execution Log sub-tab. You should see an Updated Agreement Record entry for each agreement ID.

2. Check the deployment execution log for the Adobe Sign Update Agreements script to see if there are any errors as follows:
   a) Navigate to Customization > Scripting > ScriptDeployments
   b) On the Script Deployments page, locate the Adobe Sign Update Agreements script with the “Scheduled” status, then click Edit.
c) On the Script Deployment page, click to select the Execution Log sub-tab.
d) Under Type, select “Error” to filter the results.
3. Lastly, check the execution log for the Adobe Sign Manager script for errors by following the instructions in step 2 above.

Resolving MIME type errors

If you are receiving a MIME type error when attempting to send an agreement, this may be because the name in the File Name field does not match the filename and extension of the uploaded file. If you leave the File Name field blank, it will automatically be populated with the correct filename and extension.

Viewing script logs

You can also view the deployment execution logs for scripts that are not related to document status issues. (See Resolving document status issues for more information.)

1. Navigate to Customization > Scripting > Scripts. The Scripts list page displays. If necessary, use the filters to locate the appropriate script.
2. Select View for the corresponding script.
3. Click to select the Execution Log sub-tab on the page to display the script log.

Support

Go to the Adobe Support portal to access FAQs, documentation, knowledge base articles, and contact Adobe Support: https://helpx.adobe.com/sign/user-guide.html