# Metrc Support Bulletin

| **Bulletin Number**: MA_IB_0039 | **Distribution Date**: 3/1/21 | **Effective Date**: Ongoing |
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| **Contact Point**: Metrc® Support | **Subject**: Item Photo Uploads | |
| **Reason:** Metrc is providing an update on the resolution of the 404 errors reported. | | |

Greetings Metrc Users,

Metrc is providing an update regarding the intermittent 404 errors that were occurring during the item photo upload process: the errors have been resolved. Metrc would like to the thank the licensees for reaching out to our Support Team to provide details of the issue and working with our support team while we identified and resolved the issue.

If any licensees see any additional 404 errors when uploading photos into Metrc going forward, please contact Metrc Support so we can document, evaluate, and address them.

*Please feel free to contact Support at [support@metrc.com](mailto:support@metrc.com) or 877-566-6506 with any questions.*