

Bulletin Number: WV_IB_006	Distribution Date: 7/12/2022	Effective Date: 8/14/2022
Contact Point: Metrc® Support	Subject: Metrc Data Migration	
Reason: Metrc is conducting data migration over the coming months and Metrc users will experience system downtime at various times during the migration process.		

Greetings Metrc® Users,

As our organization continues to innovate our data solutions to better meet the needs of our state agency partners and industry users, we want to notify you that we will be conducting a data center migration over the coming months. During the migration period, system performance will be impacted and/or outages will occur, however, our goal is to keep these impacts as brief as possible. **Please read on for more details.**

Data migration process

Metrc will be conducting a data migration that will cause temporary system performance and/or system outage(s). To ensure as little disruption to your schedule and workflow as possible, migrations will occur after-hours or during slow usage periods.

Impact duration is dependent on the volume of data we need to migrate. Currently, Metrc users in West Virginia can expect a system outage during the following timeframe(s). The migration schedule is subject to change, and we will share additional communications to keep you up to date on progress, timing, and to confirm final completion.

- August 14th, 2022; 10pm-4am
- August 20th, 2022; 10pm-4am

Important note: No actions are required of you during the entirety of the data migration process.

We are committed to ensuring a seamless migration and while timelines are subject to change, we are committed to keeping you informed in a timely manner.

Once migration is complete, Metrc users will experience system performance improvements due to faster hardware, improved architecture, and flexibility provided by the new data center.

We appreciate your patience as we look to improve your Metrc experience. Please contact Metrc Support at support@metrc.com or 877-566-6506 with any questions.