

Bulletin Number: DC_IB_0048	Distribution Date: 11/29/22	Effective Date: 11/3/22
Contact Point: Metrc® Support	Subject: API 500 Error Guidance, External Patient Field Error Bug Fix, and Metrc Support Guidance	
Reason: Metrc is providing advisement for the API 500 Error, an update on an emergency Bug Fix impacting External Patient Sales, and best practices when contacting Metrc Support.		

Greetings Metrc Users,

Metrc is aware that a 500 Error is currently impacting actions made through the user's API connection. The 500 Error indicates that the user's API connection was experiencing a longer-than-expected posting process. It is possible that if the API action is submitted additional times to attempt bypassing the error, a duplicate entry will be created.

This error is often seen when creating receipts for External Patients through a third-party application. When receiving the error, it is recommended that users try again after a few minutes if it is verified that the sale did not post. If that is not possible, users may attempt to resubmit the sale immediately until it is posted. When resubmitting a sale immediately after receiving a 500 error, it is possible that multiple receipts will be recorded. This indicates that the original action was able to post along with the resubmission. When receiving this error, Metrc recommends that the action is notated and checked for duplicate entries. If a duplicate sales receipt is found, it is encouraged to void the entry. This can only be done if the sales receipt is not finalized. The button to void a sales receipt is shown in **Figure 1**. This function can be found in the rightmost column on a Receipt when viewing the Sales Receipts page in Metrc.

Recorded	:	Finalized	:	
11/22/2022 11:05 am		No		Void

Figure 1: Void button on a sales receipt.

Metrc has not issued a resolution for the 500 error at this time. It is currently expected that the fix will be implemented in Q1 of 2023. As the Metrc Technology Team organizes a long-term solution, the Metrc Support Team is prepared to assist users with resolving a duplicate entry created by the API 500 Error. Metrc recommends that users who need assistance with resolving a duplicate entry provide the following information to Metrc Support for a swift resolution.

- Date/Time of the Transaction
- Patient Number
- Total Dollar Amount

External Patient Field Bug Fix

On Wednesday November 3rd, Metrc identified an error that impacted sales to external patients in both the Metrc User Interface and API functionality. This error indicated prevented users from making external patient transactions. The issue was diagnosed and fixed through an emergency release on Thursday November 4th by the Metrc Technology team. The issue should no longer be impacting user processes at this time. Metrc encourages any users who are still receiving an error for the External Patient Field issue to notify the Metrc Support Team for further diagnosis.

Contacting Metrc Support

When contacting the Metrc Support, unique ticket numbers will be generated based on the information of the user and the representing facility for historical visibility. The following information will be required prior to all advisements offered by Support:

- Full Name
- License number
- Username
- Phone number
- Email address
- Full description of the issue or question with full package IDs, harvest batch name, etc., if applicable.

Should you experience a technical error in Metrc, please contact Metrc Support immediately. Please provide the following information in addition to the standard information requirements:

- A description of the error and what they are attempting to do in software when the error was received.
- A full screen screenshot of the error with the date and time stamp in the bottom right corner of the screen.

To properly identify the nature and severity of the raised error, Support may request additional actions or information. This is to ensure that Metrc has all the evidence needed to identify and resolve the issue at hand.

Support Resolution Times

Metrc Support aims to solve tickets as quickly as possible. Most simple solutions are handled within 24 hours, however more complex issues would take more time to research and come to a resolution. Depending on the issue raised, some tickets can be resolved while on the phone with the Support Team, however this is not always the case. It is imperative that the advisement provided by the Support Team keeps your business compliant. The current average resolution time is 5 hours and 35 minutes for DC. Metrc Support procedures require that all users receive contact with their advisement or resolution. If there are concerns about the status of a ticket, please follow-up with Metrc Support and provide the ticket number, assigned with the issue raised, to receive an update from a Support Representative.

Please feel free to contact support at support@metrc.com or 877-566-6506 with any questions