

<b>Bulletin Number:</b> CO_IB_6.26.20	<b>Distribution Date:</b> 6/26/20	<b>Effective Date:</b> N/A
<b>Contact Point:</b> Metrc® Support	<b>Subject:</b> Metrc System Performance Issues	
<b>Reason:</b> Identifying and addressing the root causes of recent Metrc system performance issues.		

Greetings Metrc Users,

Over the past few months, the Metrc system has been experiencing sporadic system performance issues in Colorado. We recognize that these issues have grown more frequent, causing long load times and error messages for many users. Metrc has been working to address these issues by regularly increasing our system capacity. Unfortunately, the issues persisted.

Metrc has since determined that these issues are primarily caused by two problems. First, the system has experienced an increasing and excessive number of API calls by a select number of third-party integrators, causing the system to slow down. To address this, we are working with those integrators to limit the impact of their API calls. We also will work with all integrators to implement a longer-term solution to prevent these issues from occurring in the future. Second, Colorado has a very large amount of data that is treated as current and active, even though most of it is historical in nature. To optimize and improve performance, our engineering team is working to archive some of this historical data.

While system performance will continually improve as a result of these efforts, we will continue to closely monitor it and will be following up with more information. We understand the hardship and frustrations that performance issues have created and apologize for any disruption or inconvenience to your staff. We thank you for your continued patience as we address this problem. If you have any questions or concerns in the meantime, please contact our support team at [support@metrc.com](mailto:support@metrc.com) or 877-566-6506.