

<b>Subject:</b> Update on California Production Environment	
<b>Bulletin Type</b> <input type="checkbox"/> New Functionality <input type="checkbox"/> Updated Functionality <input type="checkbox"/> Existing Functionality <input type="checkbox"/> Rules & Guidance <input type="checkbox"/> Events <input checked="" type="checkbox"/> Informational	<b>Primary Audience:</b> All licensees <b>Contact:</b> Metrc Support <b>Distribution Date:</b> 03/01/2021 <b>Effective Date:</b> 03/01/2021 <b>Bulletin Number:</b> CA_IB_2021_002

This bulletin provides information on the status of the CCTT-Metrc California production system. As you are aware, system issues have been occurring intermittently since February 17. This notice recaps the symptoms and causes of these issues, describes what steps have already been taken or are in progress to address them, and identifies what additional steps are planned.

Most importantly, we want to acknowledge your patience as we work to address system performance in California, and to make clear that doing so is our highest priority. While it is no doubt frustrating to have to report error messages or timeouts to the Metrc support team, we appreciate your continuing to do so in a timely manner, as such reports are a critical aid to us in understanding and responding to system performance concerns.

## Timeline and Symptoms

Initial performance concerns surfaced on Wednesday, February 17, and continued intermittently to that Friday. Our mitigation measures (described below) appeared to be successful by Friday afternoon, though scattered reports of performance concerns came in Saturday as well. On Monday, February 22, performance again degraded, and these issues have recurred intermittently this week.

Performance issues have had the greatest impact on the CCTT-Metrc API, with third-party tools encountering errors intermittently when retrieving data. Sluggish performance and occasional timeouts have also occurred intermittently in the web application, but not to an extent that prevents required reporting of cannabis activity in the web application.

## Mitigation Measures

Analysis of server traffic and other troubleshooting measures indicate that the volume and pace of calls to CCTT-Metrc's API has been a significant contributing factor to degraded system performance. Our mitigation measures are therefore geared toward reducing occurrences of heavy API traffic, and to minimizing the impact on the system if such traffic occurs.

- On February 17, Metrc's Technology team identified and corrected an error in a background job which, on initial investigation, was determined to be a potential cause of performance issues.
- On February 18, Metrc significantly increased resources on our servers for California while ongoing investigation of the issues ensued.
- Throughout this process, we've reached out to integrators who were generating high volumes of API traffic to discuss their business needs and how those needs might be met without impacting overall system performance. The integrators we've reached out to have been uniformly responsive and constructive both in sharing information and in modulating their traffic to Metrc, and we thank all involved in that process.

### Ongoing Efforts

Metrc continues to take steps to improve this situation:

- We are moving forward with the next phase of our Rate Limiting implementation, as initially communicated in [Industry Bulletin CA IB 2020 016](#). Rate limiting caps the number of API calls a third-party integrator can make in a given amount of time. This will ensure all integrators are given an equal playing field and no single user or company can overwhelm the system.
- Further server upgrades are in the works. We are anticipating those changes will require a brief production outage; if so, we will schedule that outage so as to minimize the impact on licensees and integrators, and we will provide notice to Metrc online users via a banner message within the application.
- We are investigating other potential technical changes and will communicate those changes to integrators if they will require changes to third-party tools.

### Reporting Cannabis Activity

Metrc is committed to supporting required reporting of cannabis activity in both the API and the web application. Should system issues make it difficult for you to do your reporting from your third-party software, please do so within the CCTT-Metrc web application until those issues are resolved. If you have questions about using the CCTT- Metrc web application to perform operations you normally use third-party software for, the Metrc Support team is available to assist you.

We appreciate your understanding and support as we continue to improve our system for all users. Please contact [support@metrc.com](mailto:support@metrc.com) with any questions or concerns.