

Subject: ImmTrac2 Notice – Expected downtime on Friday, June 28, 2024

## **Overview**

ImmTrac2 is scheduled for downtime between Friday, June 28, 2024, from 7:00 p.m. – 10:00 p.m. (CT) as the Texas Department of State Health Services (DSHS) IT performs scheduled system maintenance. The expected maintenance will impact Texas Immunization Registry (ImmTrac2) users and organizations submitting patient and immunization data via ImmTrac2 online and via electronic data exchange.

Please forward this communication to your IT staff and Electronic Health Records vendor.

## **Announcement**

ImmTrac2 (web) online users and data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange may experience intermittent periods of downtime for up to 30 minutes.

During intermittent downtime periods:

- ImmTrac2 (web) online users will receive a message when accessing ImmTrac2, "Service Unavailable. The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later."
- Organizations submitting data via web services (bidirectional data exchange) will receive a "503 Service Unavailable" error and a message stating "The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later."
- Organizations submitting data via FTP may submit data exchange files to their FTP account, but the files will not be processed during the maintenance downtime.

## **Solution**

- The ImmTrac2 (web) online application may or may not be available during scheduled maintenance downtime. Ensure all time-sensitive tasks are manually recorded. When the ImmTrac2 (web) online application returns, users can continue normal business.
- All bidirectional data exchange partners - continue normal business during the scheduled downtime, then resend data for processing.

- All FTP exchange partners - file processing will resume automatically after the maintenance period ends. There is no need to resubmit data.

## **Contact**

For any questions related to this communication, please contact us via email:

- Access to ImmTrac2 web application (online) – [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).
- Data Exchange – [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov).