

ImmTrac2 Notice – Decryption Certificate Testing

Department of State Health Services IT will be installing the decryption certificates permanently on June 17, starting 8 am. Please forward this communication to your IT staff and Electronic Health Records vendor.

Announcement

ImmTrac2 users and data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange may be affected in case we encounter a problem during the installation of the certificates.

Impacts

In case of any issues during the testing:

- Organizations submitting data via web services (bidirectional data exchange) may 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 web services (bidirectional data exchange) may not receive HL7 acknowledgements and/or responses.
- Organizations submitting data via FTP can continue submitting data exchange files to their FTP account.

Solution

- All bidirectional data exchange partners – continue normal business on June 17th. In case you receive a “503 Service Unavailable” error, then resend data for processing.
- All FTP exchange partners – file processing will continue during the testing period. 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
- Data Exchange – ImmTracMU@dshs.texas.gov