

ImmTrac2 is scheduled for downtime on Thursday, May 15, from 7:00 p.m. – Thursday, May 15, at 9:00 p.m. (CT) as the Texas Department of State Health Services (DSHS) IT will be performing an emergency ImmTrac2 production deployment for a code fix related to the FTP file processing. The expected downtime will impact Texas Immunization Registry (ImmTrac2) users and organizations submitting patient and immunization data via ImmTrac2 and via electronic data exchange.

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

Announcement

The emergency deployment will impact data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange.

Impacts

The downtime will impact data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange.

During the period of downtime:

- 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

- 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
- Data Exchange – ImmTracMU@dshs.texas.gov