

Department of State Health Services IT is replacing decryption certificates. Decryption certificates are an important security measure that help us check internet traffic for cyberthreats. We will be testing the new decryption certificates on Saturday, June 7th starting 8 am. This will take approximately four hours. 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 testing the new 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 Saturday, June 7<sup>th</sup>. 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](mailto:ImmTrac2@dshs.texas.gov)
- Data Exchange – [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov)