Overview

ImmTrac2 is scheduled for downtime on Friday, September 19, 2025, starting at 7:00 p.m. until 9:00 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

The planned maintenance will impact ImmTrac2 (web) online users, data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange. The ImmTrac2 application will be unavailable during the entire maintenance window beginning Friday, September 19, 2025, starting at 7:00 p.m. until 9:00 p.m. (CT).

Impacts

The downtime will impact ImmTrac2 (web) online users, data exchange partners submitting data via web services (bidirectional data exchange) and via FTP-related data exchange.

During the period of downtime:

- 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 will not be available during the 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
- Data Exchange – ImmTracMU@dshs.texas.gov