

Overview

This message is being sent to all ImmTrac2 users and organizations submitting patient and immunization data via electronic data exchange to the Texas Immunization Registry, ImmTrac2.

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

Announcement

On October 14, 2025, ImmTrac2 began receiving a high volume of duplicate client submissions originating from certain providers. This surge affected overall system performance, resulting in slower processing times and intermittent timeout errors for multiple organizations. As of October 16, 2025, at 2:15 pm the issue has been resolved, and system processing has returned to normal. We appreciate your patience while we worked through the issue.

Impacts

Organizations submitting data via web services (bidirectional data exchange) may have experienced difficulty in connecting to ImmTrac2, slower transaction processing and time out errors.

Solution

As of October 16, 2025, at 2:15 pm the issue has been resolved, and system processing has returned to normal. All bidirectional data exchange partners are advised to resend any data that may have been impacted during this time.

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