Overview

ImmTrac2 is scheduled for downtime on Friday, November 7, 2025, starting at 7:00 p.m. until 7:30 p.m. (CT) as the Texas Department of State Health Services (DSHS) IT performs scheduled system maintenance. The expected maintenance will only impact Texas organizations submitting patient and immunization data via web services (bidirectional data exchange). Please forward this communication to your IT staff and Electronic Health Records vendor.

Announcement

The planned maintenance will impact data exchange partners submitting data via web services (bidirectional data exchange). Web services will be unavailable during the entire maintenance window beginning Friday, November 7, 2025, from 7:00 p.m. until 7:30 p.m. (CT)

Impacts

The downtime will impact ImmTrac2 data exchange partners submitting data via web services (bidirectional data exchange). FTP data exchange partners will not be impacted.

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; files will be processed as normal 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 – continue normal business during the scheduled downtime. 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