

**Subject:** ImmTrac2 Notice: Expected Maintenance Friday March 24, 2023 – Saturday March 25, 2023

This email is being sent to all ImmTrac2 users and organizations submitting patient and immunization data via ImmTrac2 online and 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**

Texas Department of State Health Services (DSHS) IT will be performing scheduled system maintenance **Friday March 24, 7pm - Saturday March 25, 12pm** (CST).

## **Included in the Release**

Quarterly database patching of the ImmTrac2 production servers.

## **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. The scheduled maintenance will cause users to experience downtime during the server update window.

Note: This maintenance will affect the production environment.

Organizations will not be penalized for failure to report COVID data within 24 hours due to the maintenance downtime.

During an intermittent 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 application will not be available during this scheduled maintenance downtime. Please ensure that all users document any time-sensitive tasks manually for record keeping so when the system returns, they can continue normal business.
- For all bidirectional data exchange partners, continue normal business when you experience the service being unavailable, then resend your data for it to be processed.
- For all FTP exchange partners, file processing will automatically resume after the maintenance period has passed. 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).