

Subject line: ImmTrac2 Notice - Unexpected Downtime for ImmTrac2 Resolved on Saturday, April 1, 2023

This email 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 Saturday, April 1, 2023, the Texas Immunization Registry was impacted by an issue that caused an unexpected downtime starting at 12:16 a.m. to 8:55 a.m. CST. This unplanned downtime affected ImmTrac2 data exchange partners submitting data via web services and users attempting to log into ImmTrac2 online.

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

## **Impact**

During an intermittent period of downtime:

- Immtrac2 (web) online users received a message "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 FTP could not upload data during the downtime due to impact to the servers.
- Organizations submitting data via web services (bidirectional data exchange) were unable to submit data and received a "502 Proxy Error." "The proxy server received an invalid response from an upstream server. Proxy server could not handle the request."

## **Update**

- The unexpected downtime was resolved at 8:55 a.m. CST on April 1, 2023.
- The ImmTrac2 web application is restored, and staff can now use the system to enter any patient or immunization data. Please return to regular business.
- For FTP related data exchange, file processing has automatically resumed. There is no need to resubmit data.
- For all bidirectional data exchange partners, resend your data that was impacted during the downtime for it to be processed.

## **Contact**

For any questions related to this communication, please contact us:

- Online related – [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov) or 800-348-9158, Option 1
- Data exchange related – [ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov) or 800-348-9158, Option 3