

This email is for all 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 for their awareness.

### **Announcement**

Texas Department of State Health Services (DSHS) IT will perform scheduled system maintenance Friday, December 1, 2023, from 7:00 – 11:00 p.m. (CT).

### **Included in the Release**

Data/Bug Fixes, and Enhancements

### **Impacts**

The downtime may 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 may cause intermittent downtime of up to 30 minutes.

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 may or may 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, 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).