


UN3146 1 of 3 29 th MAR 2022	Electronic Staff Record Programme USER NOTICE	
Title	Internet Explorer 11 end of life	
Purpose	Inform users of progress on options to enable access for alternate browsers to IE11	
Intended Audience	ESR Professional Users / IT Leads	

SUBJECT

Accessing ESR via an alternate browser to Internet Explorer 11

DETAIL

Users that access the ESR Java based core forms are currently required to use Internet Explorer 11.

Since late 2021, the ESR programme has been working on a change to ESR to enable it to work with browsers other than IE11 (specifically Edge and Chrome). We are currently in the process of piloting the new capability with a number of Employing Organisations. To date the Pilot has been successful, however the process identified a small number of issues that require fixes. These have been provisionally scheduled (subject to successful testing) for release in two phases, phase 1 at the end of April 2022 and phase 2 at the end of May 2022.

The key issues remaining for which the above schedule applies are:-

Phase 1 : For users accessing ESR using a later version of JRE than update 1.8.0 update 281, web forms opened from the Java forms do not open. For example:


- a. Opening the Workflow List from the Java based navigator
- b. Opening ESR BI from the Java based navigator
- c. Attempting to associate an employee with a CRS record from the Enter & Maintain form

Phase 2 : For users accessing via smartcard, upon timing out of the session due to inactivity, it is not possible to resume the session and the user is forced to login again. The timeouts trigger under the following scenario :-

Smartcard users with professional URPs resuming after 20 min of inactivity are presented with the log out page. The user then needs to log back in and navigate back to where they were.


Once the fixes for the above issues have passed their testing cycle, we expect to provide an updated MM-0100 document to all Employing Organisations that use ESR. The updated MM-0100 will contain details of how Employing orgs can access ESR with browsers such as Edge & Chrome (Firefox remains unsupported). The availability of the updated MM-0100 will be communicated to all organisations that use ESR via an ESR User Notice and will set out that local IT departments need to be notified of the changes.

NOT PROTECTIVELY MARKED

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ACTION REQUIRED

If the devices in your organisation are on the version of JRE recommended (1.8 update 261 or no later than update 281), and you are prepared to work around the timeout problems that will be fixed in phase 2, then you are welcome to test access to ESR via Edge or Chrome. The current copy of the guidance document that describes what you need to do is on the ESR Hub [here](#). If you have any problems following the User Guide, please log a Service Request (SR) in the usual way.

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FURTHER INFORMATION

None

NEXT UPDATE

A further user notice will be issued once the deployment of the relevant fixes has been applied.