


UN3538 1 of 2 18 th December 2024	Electronic Staff Record Programme USER NOTICE	
Title	ESR Release 63.0.0.0 Notification of Downtime	
Purpose	To inform users of planned downtime for a Technical Upgrade and ESR Release 63.0.0.0	
Intended Audience	All ESR & DW Users	

SUBJECT

Further to UN3522, Users are reminded that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn on the following dates.

DETAIL

[Downtime on Friday 20th December 2024:](#)

Commencing at 18:00 on Friday 20th December 2024 for a Technical Upgrade. The total downtime is estimated at 42 hours and the service is planned to become available by 12:00 on Sunday 22nd December 2024. The ESR HUB and Offline Payslip viewing will be unavailable for the duration of this downtime.

[Downtime on Friday 27th December 2024:](#)

Commencing at 18:00 on Friday 27th December 2024 for Release 63.0.0.0. The total downtime is estimated at 54 hours and the service is planned to become available by 23:59 on Sunday 29th December 2024. The ESR HUB and Offline Payslip viewing is expected to be available from 12:00 on Saturday 28th December 2024.

Release Notices detailing the content of R63.0.0.0 will be issued later this week.

Users are asked to note the 18:00 closure time for the on-line Service on Friday 20th and 27th December and co-operation is requested to ensure that all Users are logged off by 18:00.


Users are also advised that ESR batch queues will be held from 16:00 on Friday 20th and 27th December to ensure that no batch work is running when the service is withdrawn at 18:00.

Please Note:

Any pay-related jobs that need to complete before the system closedown at 18:00 must be submitted well in advance of the 16:00 cut-off in order for them to be completed by 18:00. This includes payroll, prepayments, RTI Processes and transmit BACS.

To ensure that jobs are completed by 18:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues from 10:00 on Friday 20th and 27th December that may result in processes showing as 'Inactive No Manager'. If a process must be run and complete before the downtime period commences, please raise an appropriate 'Report an Issue' P3 SR detailing the Request and reason for the request to be released so this can be reviewed and assessed.

NOT PROTECTIVELY MARKED

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Users are advised not to submit jobs to run “as soon as possible” before 16:00 on Friday 20th or 27th December that might be expected to run past 18:00, but to schedule these to run after the advertised downtime is complete. Any jobs which are still running at 18:00 on Friday 20th or 27th December will be aborted to ensure that the release can be deployed within the downtime window.

ACTION REQUIRED

Organisations are advised to ensure that they internally communicate the downtime to all Self Service users.

Processes submitted on Friday 20th or 27th December that are expected to take several hours to run should be scheduled to run after the advertised downtime completion times.

For processes that are required prior to 18:00 on Friday but are showing ‘Inactive No Manager’, raise an appropriate ‘Report an Issue’ P3 SR detailing the Request and reason for request to be released.

FURTHER INFORMATION

ESR, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be unavailable during these periods of downtime.

The TRS, ESS over the internet and ESR Portal services will display maintenance pages.

NEXT UPDATE

None

NOT PROTECTIVELY MARKED