UN3686 1 of 2 13th November 2025	Electronic Staff Record Programme USER NOTICE	
Title	Known Error Log	
Purpose	Provide ESR Users with an update to the Known Error Log	
Intended Audience	All ESR Users	

SUBJECT

To provide ESR Users with an update to the Known Error Log (KEL).

DETAIL

The attached Excel file contains a cover worksheet which now contains hyperlinks to the 5 worksheets within the Known Error workbook.

'Known Errors' contains Classification, Issue Description, Product Details and Proposed Release (where known) and a reference as to whether the issue has a workaround.

The Problem SR number for each Known Error can be used by all Users to track progress on a specific Known Error, though there may be one or more User based SRs raised which are related to the Problem SR.

The Proposed Release is an indicator of when the fix is scheduled to be deployed. However, the Release Notice prior to deployment will contain the finalised list of fixes.

Date Identified is the date when the Known Error was confirmed. There may be a delay in adding the item to the KEL whilst awaiting further analysis or User based information.

The New Addition column with a populated value of 'Y' highlights a new Known Error which has been added since the last publication, and colour coded with light orange cells.

Errors related to Data Warehouse are included in this worksheet as well as separate worksheets, 'Known Errors Data Warehouse'.

'Known Error (with Workarounds)' contains a cross reference to the 1st sheet. This sheet contains the details of the issues where a workaround is available for Users in order to ensure continuity of service whilst the permanent fix is being progressed.

'Known Error Data Warehouse' is a worksheet containing a list of Data Warehouse related Known Errors.

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'Closed Since Last Issue' are those SRs which have been resolved since the previous publication. This will contain actual fixes, SRs which have been withdrawn by Users or re-categorised following discussions with our NHS partners.

'Closed Consolidated' lists all Known Errors which have been 'Closed' since the January 2021 and references the month the item was closed from KEL perspective.

ACTION REQUIRED

We request Users provide feedback on aspects of the KEL in any of the following ways:

- Raising an SR with a summary pre-fix of 'Known Error Log'.
- Engaging with your Client Relationship Manager or NHS ESR Central Team Contacts.

FURTHER INFORMATION

None.

NEXT UPDATE

An updated Known Error Log will be provided later in November 2025.