


UN3689 1 of 2 26 th November 2025	Electronic Staff Record Programme USER NOTICE	
Title	ESR Release 66.3.0.0 Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 66.3.0.0	
Intended Audience	All ESR and ESR Data Warehouse Users	

SUBJECT

Users are advised that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 28th November 2025, in order to apply Release 66.3.0.0.

DETAIL

Release Notices detailing the content of R66.3.0.0 will be issued later this week.

The overall period of downtime is estimated to be 24 hours, and the Service is expected to become fully available again by 18:00 on Saturday 29th November 2025.

The ESR Hub will be unavailable for an estimated 14 hours and it is expected to become available by 08:00 on Saturday 29th November 2025.

Users are asked to note the withdrawal time for the Service on Friday and co-operation is requested to ensure that all Users are logged off by 18:00.


Please also note that ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.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Any pay-related jobs that need to complete before the system is withdrawn at 18:00 must be submitted well in advance of the 16:00 cut-off in order for them to be completed by 18:00.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 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 reasons for the request to be released so this can be reviewed and assessed.

Users are advised not to submit jobs to run "as soon as possible" before 16:00 on Friday 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 will be aborted to ensure that the release can be deployed within the downtime window.

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ACTION REQUIRED

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

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.

The NHS ESR Hub is expected to be available from 08:00 on Saturday 29th November 2025 allowing users to browse content including viewing the latest two payslips

NEXT UPDATE

None