


UN3745 1 of 2 22 nd April 2026	Electronic Staff Record Programme USER NOTICE	
Title	Release 68.2.0.0 & ESR Service Desk Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 68.2.0.0	
Intended Audience	All ESR & DW 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are advised that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 08:00 on Saturday 25th April 2026, in order to apply Release 68.2.0.0.

The ESR Service desk will also be withdrawn for a period of 3 hours commencing at 08:00 on Saturday 25th April 2026.

DETAIL

Release Notice detailing the content of R68.2.0.0 will be issued later this week.

The overall period of downtime is estimated to be 10 hours and the Service is expected to become available by 18:00 on Saturday 25th April 2026.

The ESR Hub will be unavailable for an estimated 4 hours from 08:00 to 12:00 (noon) on Saturday 25th April 2026.

Users are asked to note the 08:00 closure time for the on-line Service on Saturday and co-operation is requested to ensure that all Users are logged off by 08:00.


Users are also advised that ESR batch queues will be held from 06:00 on Saturday to ensure that no batch work is running when the service is withdrawn at 08:00.

Please Note:

Any pay-related jobs that need to complete before the system closedown at 08:00 must be submitted well in advance of the 06:00 cut-off in order for them to be completed by 08:00. This includes payroll, prepayments, RTI Processes and transmit BACS.

To ensure that jobs are completed by 08:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues 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.

Users are advised not to submit jobs to run "as soon as possible" before 06:00 on Saturday that might be expected to run past 08:00, but to schedule these to run after the advertised downtime is complete. Any jobs which are still running at 08:00 on Saturday will be aborted to ensure that the release can be deployed within the downtime window.

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ACTION REQUIRED

Organisations are advised 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.

Users will still have the ability to browse the ESR HUB from 12:00 (noon) on Saturday 25th April 2026. Users should be able to view the latest two payslips throughout the period of downtime.

ESR SERVICE DESK

The ESR Service Desk will be unavailable for a period of 3 hours from 08:00 to 11:00 on Saturday 25th April 2026.

Please note that during this ESR Service Desk downtime period, the following action applies:

- Users who need to raise a new Service Request (SR) are asked to call the ESR Service Desk Line on 01606 663670.
- Users that wish to update existing Service Requests (SRs) are asked to wait until the system is available again following the downtime.

NEXT UPDATE

None