

UN3795 1 of 2 19 th August 2026	Electronic Staff Record Programme USER NOTICE	
Title	Release 69.3.0.0 Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 69.3.0.0	
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are advised that the ESR Production Service, ESR Hub, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 08:00 on Saturday 22nd August 2026, in order to apply Release 69.3.0.0

DETAIL

Release Notices detailing the content of R69.3.0.0 will be issued later this week.

The overall period of downtime is estimated to be 30 hours, and the Service is expected to become fully available again by 14:00 on Sunday 23rd August 2026.

The ESR Hub will be unavailable for an estimated 10 hours and it is expected to become available by 18:00 on Saturday 22nd August 2026.

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

Please also note that ESR batch queues will be held from 06:00 on Saturday to ensure that no batch work is running when the service is withdrawn at 08:00.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Any pay-related jobs that need to complete before the system is withdrawn at 08:00 must be submitted well in advance of the 06:00 cut-off in order for them to be completed by 08:00.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 from 18:00 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 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.

ACTION REQUIRED

NOT PROTECTIVELY MARKED

UN3795 2 of 2 19 th August 2026	Electronic Staff Record Programme USER NOTICE	
Title	Release 69.3.0.0 Notification of Downtime	
Purpose	To inform users of planned downtime for ESR Release 69.3.0.0	
Intended Audience	All ESR and ESR Data Warehouse Users	

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, ESR Internet Access and ESR Portal services will display maintenance pages.

Users will have the ability to browse the ESR HUB and view the latest two payslips from 18:00 on Saturday 22nd August 2026.

NEXT UPDATE

None