

Working with an ADP Product Maintenance Schedule



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What is a Maintenance Window?

A maintenance window is a time specified by ADP server maintenance teams in which the server is typically taken down for maintenance. But, the system is not guaranteed to be taken down for maintenance if there is no work to be done during this time.

The ADP Marketplace Platform planned maintenance windows are every Tuesday and Thursday from 9pm to 12am Eastern Standard Time.

The planned maintenance window for all ADP products is listed on article [ADP Product Maintenance Windows](#).

! **Important:** It is strongly recommended that your application avoids making Application Programming Interface (API) calls during this time.

Why is Maintenance Necessary?

Although some updates can be deployed hot, meaning they can be applied to the code-base while the system is up and running, these are fairly limited in scope. Most bug fixes, routine maintenance, and so on must be done while the server is down.

Website Went Down a Few Minutes Before the Maintenance Window Started

It's normal that your website is down a few minutes before the maintenance window started. Due to the number of servers involved in running the application, the windows are blurry. This means the system may go down a few minutes before or after the window starts or ends, as they cannot all be stopped quickly. If there is any uncertainty, we recommend your application stop making API requests 30 minutes before scheduled start time. Then, resume calling 60 minutes after the scheduled end time.