

Recruit Studio

If a Recruit Studio client PC fails to connect to the data service

There are usually 2 main reasons for this. Either a firewall is blocking access to Recruit Studio or the network is not properly set up.

To let Recruit Studio through a firewall, we suggest that you turn Windows Firewall on and either turn off any other firewall or configure it to allow Recruit Studio to operate how it wants. Due to the vast range of virus checking software and firewall products available, we cannot give detailed instructions on how to turn off or configure your software.

To configure Windows Firewall:

1. Go to the server PC.
2. Go to the Control Panel.
3. Click on the icon for Windows Firewall. Make sure it is turned on. Go to the Exceptions tab.
4. You need to add the data service to the list of exceptions. Click 'Add program', then 'Browse'. Navigate to C:\ > Program Files > JKW > RSDBService1 and in this folder select the file called 'RSDBService1' and click ok or open. The data service will now be allowed through the firewall. You may still need to configure other makes of firewall or anti-virus software to allow the Recruit Studio client programs to work and you may need to do this on each PC.