Configuring Recruit Studio

There are certain circumstances when you will need to follow the steps below in order to configure Recruit Studio. Follow these steps if you:

➢ *Wish to add a new user to Recruit Studio*

➢ *Have recently moved your Recruit Studio data to another PC or server*

➢ *Are experiencing problems connecting to your Recruit Studio network*

Configure Windows Firewall

If you want to set up Recruit Studio to allow more than one PC you will need to configure the firewall on the PC or server that holds the data. Here are the instructions for configuring Windows Firewall – you will need to configure any other firewall software that you have running on the server PC such as Norton, McAfee etc.

1. Go to the PC or server that holds the Recruit Studio data
2. Click the Start button
3. Go to the Control Panel
4. Go to Windows Firewall
5. Is the firewall switched on? If it is, then continue with this process. If it is switched off you will need to configure your alternative firewall
6. **Windows XP:** go to the 'Exceptions' tab at the top. **Windows Vista:** click 'Allow a program through Windows Firewall' on the left hand side
7. On the new window click 'Add program'
8. When another window opens click 'Browse'
9. Navigate to: C:\ drive > Program Files > JKW > RSDBService1
10. Inside this folder you will find the application 'RSDBServcie1'. Single click on it and then click 'Open'. The application will be added the programs excluded from the firewall
11. Close the firewall, saving the changes.

Which connection method?

Recruit Studio identifies the PC or server that holds the data using either its internal IP address or the name of the computer. If you are able to share files between PCs on the network you can use the computer name. If not you will need to get Recruit Studio to connect using the IP address.

How to find out the computer name

1. Go to the PC or server that holds the Recruit Studio data
2. Click the Start button
3. Go to the Control Panel
4. Go to System
5. **Windows XP:** in System go to the tab called 'Computer Name'. Make a note of the 'Full computer name' but leave off the '.' at the end. **Windows Vista:** make a note of the 'Full computer name'.

How to find out the IP address

1. Go to the PC or server that holds the Recruit Studio data
2. Click the Start button

3. **Windows XP:** go to 'Run' and type 'CMD' into the box. Press enter and the search will find 'Command Prompt'. Click on it to open. **Windows Vista:** go to 'Start Search' and type 'CMD'. Press enter and the search will find 'cmd.exe', click on it to open.
4. When the Command Prompt window opens type 'ipconfig' into the space where the cursor is flashing.
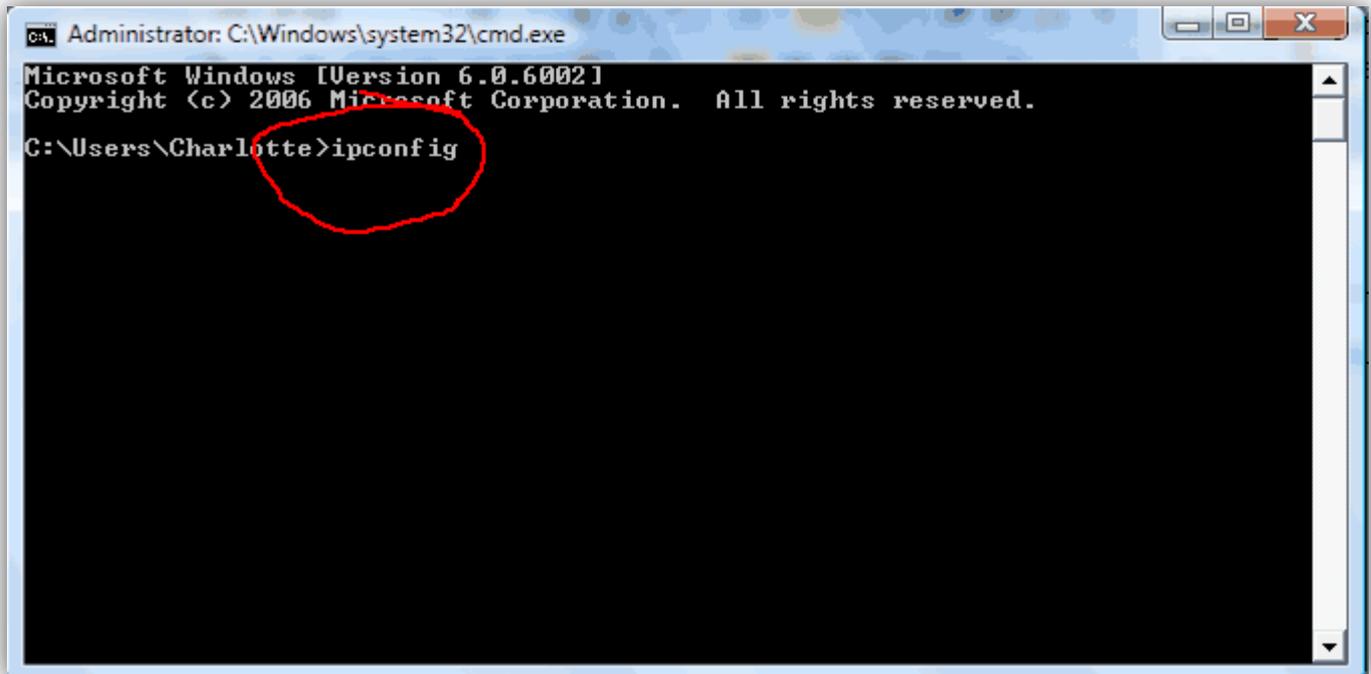
5. Press enter and the IP address information will be displayed. Look for either 'IP address' or 'IPv4'. They will start with '192.168……'
6. Make a note of the IP address.

Connecting to Recruit Studio for the first time

Use this method when the data is held on a different PC or server to the one you want to connect.

1. Try to open Recruit Studio. If you are connecting Recruit Studio for the first time on this PC it will show you the Data Service Connections screen. The area highlighted in red is where you will enter the information.
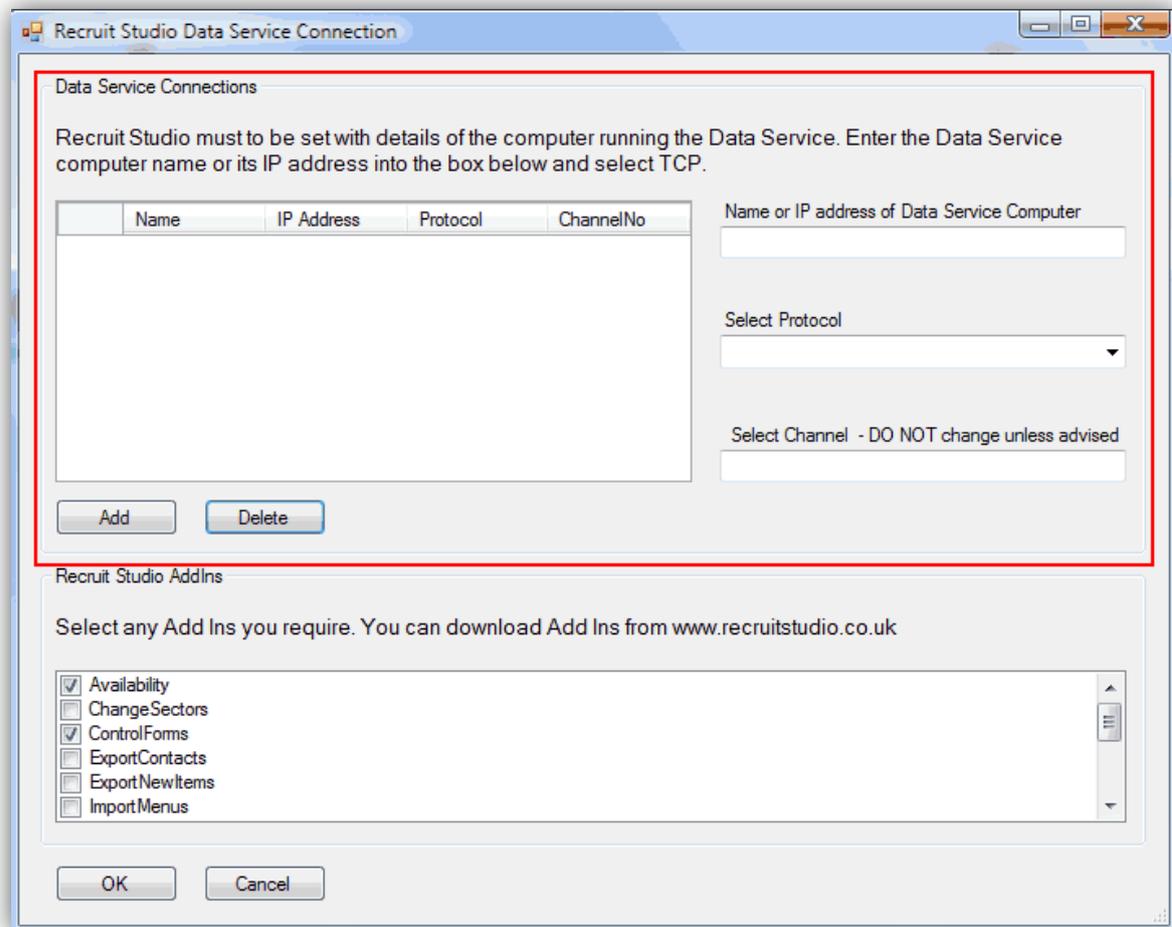
2. In the field 'Name or IP address......' type in either the name of the server PC or the IP addess.
3. In the Select Protocol menu choose TCP.
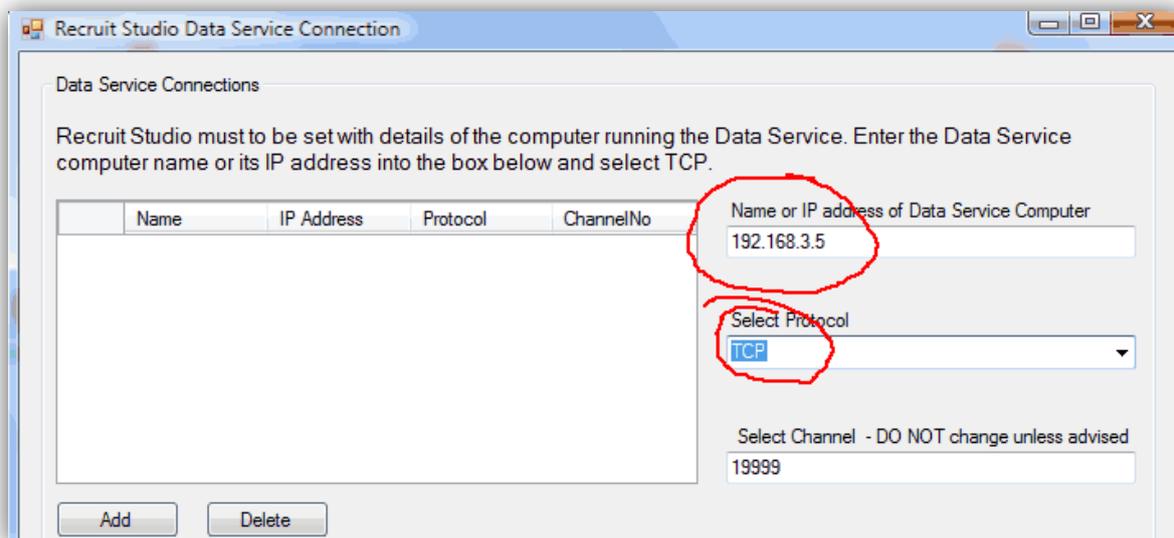
4. Click 'Ok'. Recruit Studio will try to connect to the data. If it is successful the program will open as normal. If you are unsuccessful you will be shown a list of reasons why. Read on to find out how to resolve it.

Troubleshooting - if Recruit Studio fails to connect

Try these steps to rectify connection issues.

1. If connection issues occur you will see the following screen when you try to open or connect Recruit Studio. Click 'Reconfigure'.
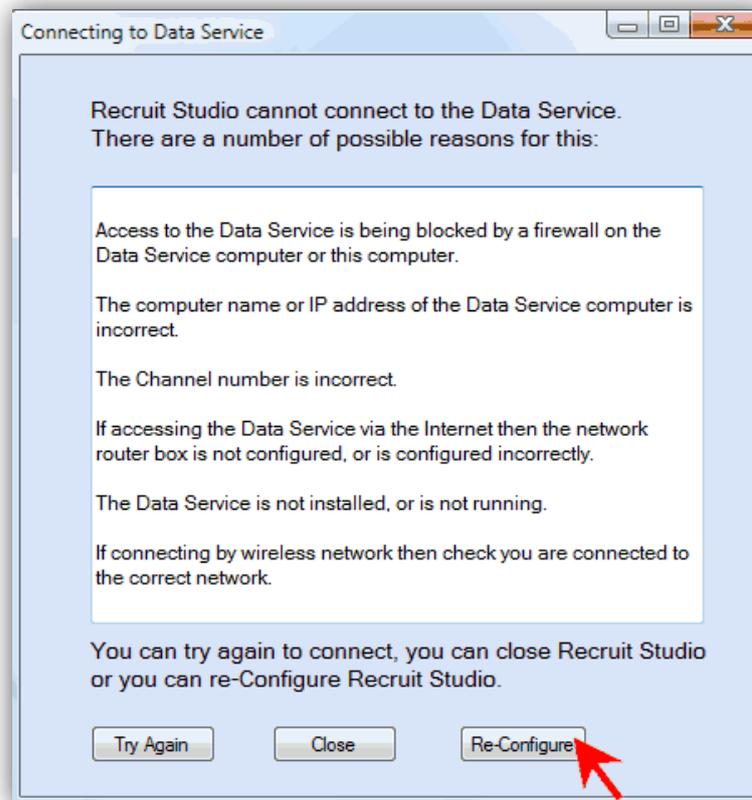
2. The Data Service Connection screen will open. Change the protocol to 'HTTP' and click 'Ok'. In most cases this will solve the problem.
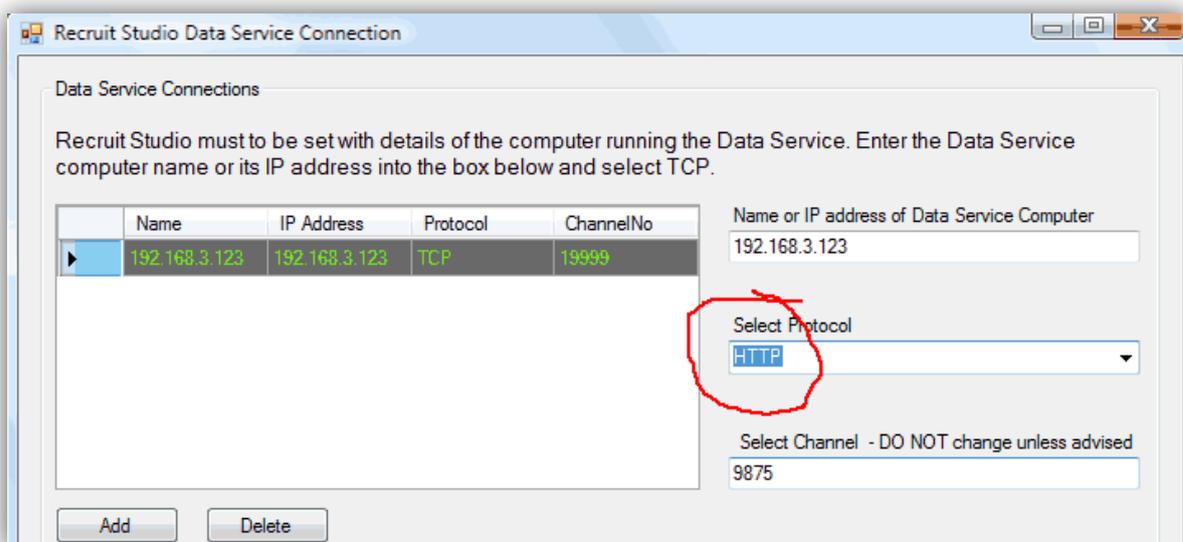
3. If it does not solve the problem, click 'Reconfigure' again. If you tried to connect using the name of the PC, try instead using the IP address.
4. If this does not solve the problem, make sure you typed the name or IP address correctly into the box.
5. If this does not solve the problem, make sure both PCs are on the same network i.e. sharing the same internet connection. Both PCs must be on the same network.
6. If it still cannot connect make sure no firewalls are interfering with Recruit Studio.
7. If this does not solve the problem, contact us on 08458 381 381.