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.

| Administrator: C:\Windows\system32\cmd.exe | |
|--|---|
| Microsoft Windows [Version 6.0.6002] Copyright (c) 2006 Microsoft Corporation. All rights reserved. | |
| C:\Users\Charlotte>ipconfig | |
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- 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.

| cruit Studio m | nust to be set with o | letails of the c | omputer running | the Data Service. Enter the Data Service |
|--|---------------------------|------------------|-----------------|--|
| Name | IP Address | Protocol | ChannelNo | Name or IP address of Data Service Computer |
| | | | | Select Protocol |
| | | | | Select Channel - DO NOT change unless advise |
| Add | Delete | | | |
| ecruit Studio Addlr elect any Add | ns Ins you require. Yo | ou can downlo | ad Add Ins fron |) www.recruitstudio.co.uk |
| Availability ChangeSectors ControlForms ExportContacts ExportNewItem | 3 | | | |

- 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.

| • | Recruit Studio Data | Service Connection | þ | | |
|---|--------------------------------------|--|------------------------------------|--|--|
| | Data Service Connec | tions | | | |
| | Recruit Studio mu computer name o | ust to be set with d or its IP address in | etails of the co to the box bel | omputer running t low and select TC | he Data Service. Enter the Data Service CP. |
| | Name | IP Address | Protocol | ChannelNo | Name or IP address of Data Service Computer |
| | | | | | 132.100.3.3 |
| | | | | | Select Protocol |
| | | | | | Select Channel - DO NOT change unless advised 19999 |
| | Add | Delete | | | |

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.

| Recrui | t Studio Data Ser | vice Connection | | | |
|---------------|---|-----------------|----------|-----------|--|
| Data S | ervice Connections | | | | |
| Recru comp | Recruit Studio must to be set with details of the computer running the Data Service. Enter the Data Service computer name or its IP address into the box below and select TCP. | | | | |
| | Name | IP Address | Protocol | ChannelNo | Name or IP address of Data Service Computer |
| Þ | 192.168.3.123 | 192.168.3.123 | TCP | 19999 | 192.168.3.123 |
| | | | | (| Select Photocol HTTP Select Channel - DO NOT change unless advised 9875 |
| A | dd De | elete | | | |

- 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.