How to update your version of Recruit Studio

Periodically you will need to update your version of Recruit Studio. Usually, you only need to update the client program on each consultant's PC but sometimes you will need to update the data service on the server as well.

These instructions will talk you through how to do both.

If you have not been told to update the data service, ignore step 1 and move straight to step 2.

1. **Updating the data service (only do this if advised to do so)**
   1.1. Close Recruit Studio on all PCs.
   1.2. On the server or PC holding the Recruit Studio database, click on the Start button and go to the Control Panel.
   1.3. Go to Add/Remove Programs and uninstall 'RSDBService1'.
   1.4. Visit www.recruitstudio.co.uk and from the Download menu, choose 'Download Recruit Studio'. Click step 3 to download the new data service. Click 'Run' when prompted and go through the installation wizard, you don't need to change any of the settings.

2. **Updating the client program on consultants' PCs**
   2.1. Go to the Start button and then go to the Control Panel.
   2.2. Go to Add/Remove Programs and uninstall 'rsclient'.
   2.3. Visit www.recruitstudio.co.uk and from the Download menu, choose 'Download Recruit Studio'. Click on step 2 to download the new version of the client program. Click 'Run' when prompted and go through the installation wizard, you don't need to change any of the settings.
   2.4. Do this for each PC running Recruit Studio. You may now need to configure Recruit Studio to connect to the data service.

3. **Configure Recruit Studio to connect to the data service**
   3.1. When you have successfully updated the client program (and the data service if required), you may need to reconfigure Recruit Studio so it can connect to the data service.
   3.2. Double-click on the Recruit Studio icon and you will either see the log in screen (in which case log in as usual, you don't need to do anything further) or you will receive a message that Recruit Studio cannot connect to the data service. At the end of the list of reasons, click the 'Re-configure' button.
   3.3. When the configuration window opens, enter the name or IP address of the PC which holds the data. See step 4 to find out how to find out what this is.
   3.4. Change the protocol setting in the box beneath to TCP.
   3.5. Click 'Ok' and then double-click the Recruit Studio icon to reopen.
   3.6. If Recruit Studio is still not able to connect to the data service, click 'Re-configure' again and enter the name or IP address of the PC again and change the protocol setting to HTTP. Recruit Studio will find it easier to bypass any firewalls with this setting. Click 'Ok' and Recruit Studio should be able to connect.
   3.7. If there is still a problem, contact our support team for advice.

4. **Find out the name or IP address of the PC holding the data**

    4.1. You have two options for identifying the server or PC which holds your Recruit Studio data. In most situations, you can use the PC name to identify the server. If you are not able to share files between PCs on your network you can identify the server using its IP address.

    4.2. To find out the name of the server:

        4.2.1. Go to the server or PC which holds the Recruit Studio data.

        4.2.2. Go to the Start button and go to the Control Panel.

        4.2.3. Double-click the icon called 'System'.

        4.2.4. Go to the tab called 'Computer Name'.

        4.2.5. You will see the full computer name, make a note of it but leave off the '.' or full stop at the end of the name. Continue with step 3.3.

    4.3. To find out the IP address of the server:

        4.3.1. Each PC on the network will be identified by a number called an 'IP address'.

        4.3.2. Go to the server or PC which holds the Recruit Studio data.

        4.3.3. Go to the Start button and click 'Run'.

        4.3.4. Type 'cmd' and press Return on the keyboard.

        4.3.5. When the black window opens, type 'ipconfig' and press Return on your keyboard.

        4.3.6. Some text will be displayed and you need to identify the IP address. It usually starts 192.168.X.X and is not the default gateway. Make a note of this number and continue with step 3.3.