If Respondus will no longer allow you to connect to the server to publish documents, then please follow the below steps.

1. Uninstall Respondus
   a. To do this, first open the Start menu on your PC by clicking the Start button.
   b. Next, click on Computer.
   c. When the Computer Window is open, click the option to Uninstall or change a program.
   d. Once the list of your installed programs has fully loaded, scroll down to where Respondus 4.0 Campus-Wide is located and click on it.
   e. Now that the program has been selected, an option to Uninstall should appear near the top of the window. Click on it.
   f. After you click on Uninstall, you should see a loading bar and then a prompt asking you if you want to completely remove the application. Click the Yes button.
   g. You should see a Respondus screen with a Finish button at the bottom. Click the Finish button.

Now that we have uninstalled the old copy of Respondus, it is time to install the updated version.

2. Reinstall Respondus
   a. To do this, access the following web page in your browser. http://downloads.indstate.edu
   b. Next, select Blackboard Plugins from the list on the left side of the page.
   c. Once the list of plugins loads in the center frame of the page, then click on the link for Respondus 4.0.5
   d. You should now see a brief description of the software and a Login button. Click on the Login button.
   e. Enter your ISU Portal username and password in the fields that appear.
   f. On the next screen you should see a list of how many times you have downloaded Respondus. If you look below this list, you should be able to find the License Info. Please copy the License Info and paste it into a document in case you need the Support Information and installation key later.
   g. At the bottom-right of the page you should find a link labeled Download Now. Click this link.
   h. Your browser may ask you whether you would like to Run or Save the file. Choose the option to Run.
   i. After your browser has downloaded the file and launched it, then a User Account Control window will appear and ask if you want to allow Respondus to make changes to your computer. Click on the Yes button.
   j. The next screen will ask you to choose a language. Choose the one you prefer and click the Next button until you reach an agreement screen.
   k. When you are prompted to accept the license agreement, click the radio button to indicate you acceptance and click the Next button again.
   l. You will click the Next button a couple more times and then an Install button should appear. Click it.

m. You may get a prompt asking if you would like to install the Equation Editor. Select your preference.
n. The final screen should have a button at the bottom labeled Finish. Click it.

Now that we have reinstalled Respondus, the next time you try to publish you will be prompted to configure the server settings.

3. Configure Server Settings
   a. Click on the shortcut to Respondus that is now on your desktop.
   b. When Respondus loads, click on the Open button.
   c. On the screen that appears, select a file to open (perhaps the World History document) and click on the Open button at the bottom of the pane.
   d. Click the Preview & Publish tab at the top of Respondus.
   e. Click the Publish to Blackboard option on the left.
   f. Click the Publish Wizard button.
   g. On the screen that pops up, you can leave the publishing settings alone. Look for the 2.
   h. Next to where it says Blackboard Server there will be a drop-down menu. Choose Add New Server.
   i. On the next screen that pops up, make sure that "Yes, check for preconfigured server settings" is selected. Then click on the Next button.
   j. Enter a name for the server (e.g. Blackboard 2013) and enter your ISU Portal username and password in the username and password fields.
   k. Click the Next button to run the connection test. If it is successful, then you are finished with the process. If not, please contact us at 812 237-7000.