KNOWLEDGE BASE ARTICLE

Logistics Functional Area Services (LOGFAS) v6.2.0
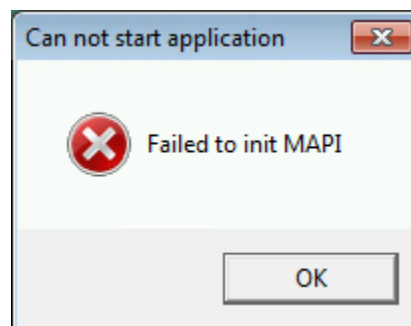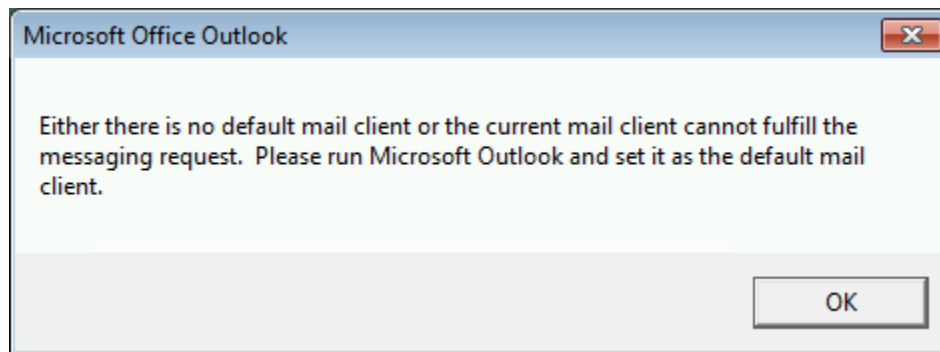
To : End user
Subject : Error message using EVE Data Loader
Reference(s) :

1. Applicability

LOGFAS 6.2.x (64-bit operating systems)

2. Problem definition

When launching EVE Data Loader, the following windows appear although Outlook is installed:

3. Problem investigation

The architecture of EVE Data Loader must match the Outlook client. That means that if Outlook 32-bit is installed, EVE Data Loader 32-bit is to be used. If Outlook 64-bit is installed, EVE Data Loader 64-bit is to be used.

4. Workaround

Use the version of EVE Data Loader that matches the Outlook installation. If necessary, contact the administrator to have the 64-bit package of LOGFAS installed (it contains the 64-bit version of EVE, EVE Data Loader and LDM).