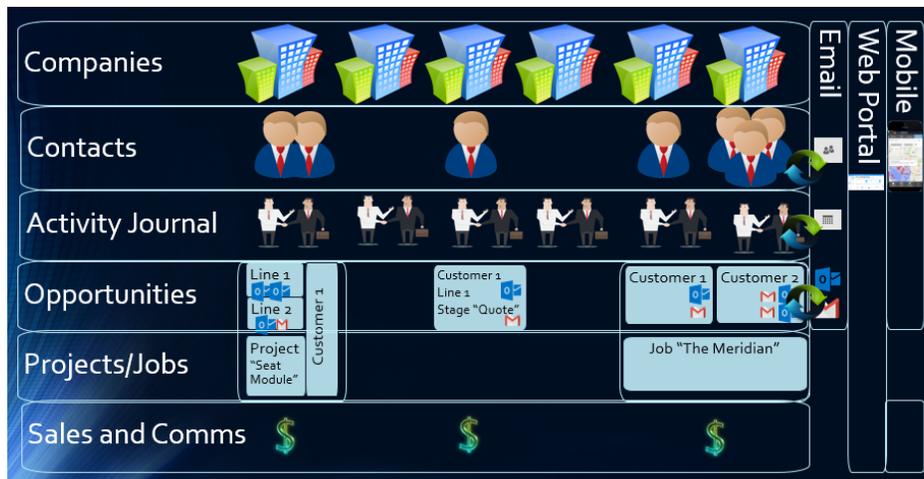


Troubleshooting- Do Outlook and PC Have Same System Type 32/64 bit



repfabric®

Connecting the threads of multi-line selling



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Need help?

Email:

Support@repfabric.com

Or call

(844) 737-7253

For videos and more tutorials, log on to:
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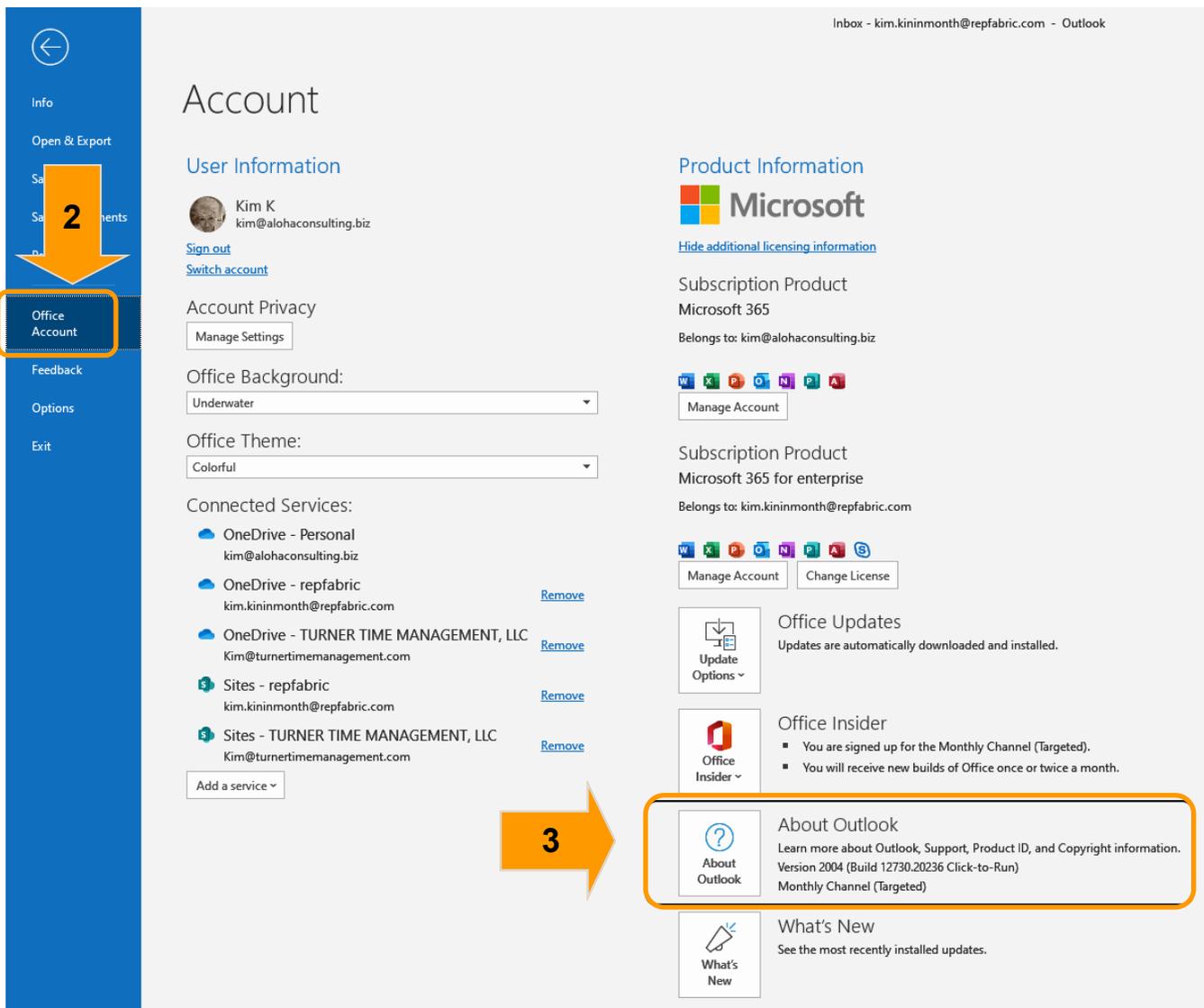
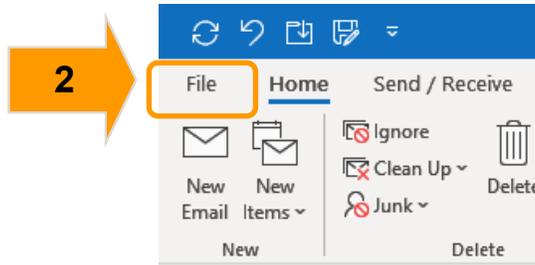


How to Check your Bit Version of Outlook

The number of bits your computer runs and the bit version of Office you installed must match for Repfabric Sync+ to work seamlessly. One of the later troubleshooting steps is to check these versions in both places.

1. Left click "File" tab.
2. Left click "Office Account."
3. Left click "About Outlook."

These images show where to look for your bit version of Outlook.





4. Read your bit version from the top line.
5. Left click "OK" to close.

This image shows where the bit version is displayed.

About Microsoft® Outlook® for Microsoft 365

Microsoft® Outlook® for Microsoft 365 MSO (16.0.12730.20188) 64-bit

License ID: EWW_f80dc170-9a7d-40d8-86bc-73ba593ce/dd_adf0c206f36e80f7b5
Session ID: 2E885803-A60E-4822-90E8-9A5AAC317AE7

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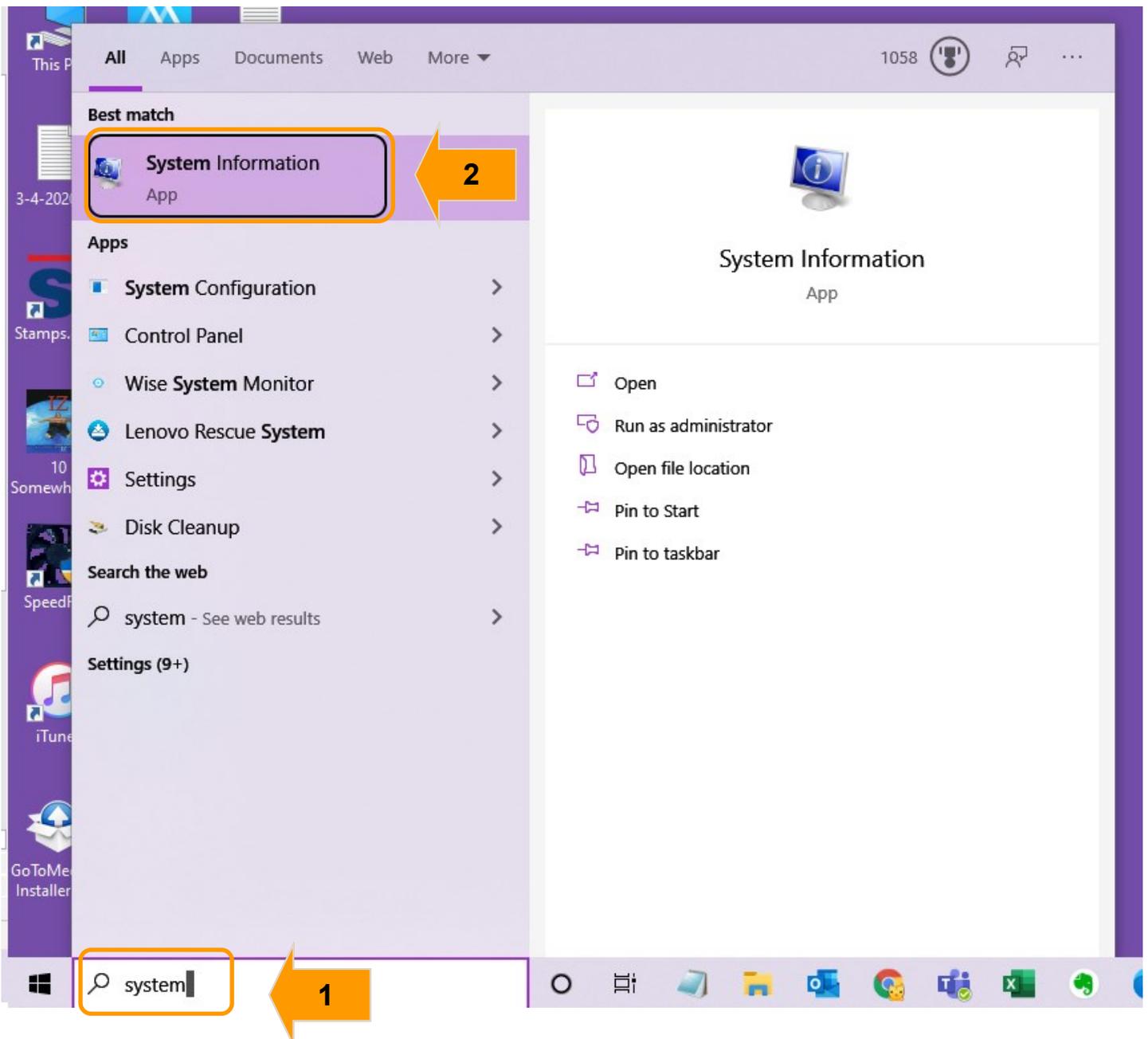
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OK

How to Check your Bit Version of Your Computer

1. In Windows search field type "System."
2. Left click "System Information."

This image shows where to search for your system information.





3. Read bit version in “System Type” field.

This image shows where you can find the bit version of your system.

System Information

File Edit View Help

System Summary

- Hardware Resources
- Components
- Software Environment

Item	Value
OS Name	Microsoft Windows 10 Home
Version	10.0.18362 Build 18362
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	KIMDESK2PR1BU1
System Manufacturer	LENOVO
System Model	90RG003JLUS
System Type	x64-based PC
System SKU	LENOVO_MT_90RG_BU_LENOVO_FM_Lenovo H50-55
Processor	AMD A10-7800 Radeon R7, 12 Compute Cores 4C+8G, 3500 Mhz, 2 Core
BIOS Version/Date	LENOVO IRKT54AUS, 8/20/2015
SMBIOS Version	2.8
Embedded Controller Version	255.255
BIOS Mode	UEFI
BaseBoard Manufacturer	LENOVO
BaseBoard Product	Bantry CRB
BaseBoard Version	SDK0J40709 WIN
Platform Role	Desktop
Secure Boot State	On
PCR7 Configuration	Binding Not Possible
Windows Directory	C:\WINDOWS
System Directory	C:\WINDOWS\system32
Boot Device	\Device\HarddiskVolume1
Locale	United States
Hardware Abstraction Layer	Version = "10.0.18362.752"
User Name	KIMDESK2PR1BU1\kim
Time Zone	Eastern Daylight Time
Installed Physical Memory (RAM)	12.0 GB
Total Physical Memory	10.9 GB
Available Physical Memory	3.33 GB
Total Virtual Memory	17.2 GB
Available Virtual Memory	5.55 GB
Page File Space	6.25 GB
Page File	C:\pagefile.sys
Kernel DMA Protection	Off
Virtualization-based security	Not enabled
Device Encryption Support	Reasons for failed automatic device encryption: TPM is not usable, PCR7
Hyper-V / VM Monitor Mode E	Yes

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If they do NOT match, login to Microsoft Office 365 and look for the “Download Office” button in top right corner.

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Search selected category only Search category names only

