

From: postmaster@tegna.onmicrosoft.com <postmaster@tegna.onmicrosoft.com>

To: scooke@wltx.com <scooke@wltx.com>

Date: 10/19/2015 11:47:32 AM

Subject: Undeliverable: Follow Up: Gov. Nikki Haley to Announce State Disaster Recovery Coordinator

Attachments: [Follow Up: Gov. Nikki Haley to Announce State Disaster Recovery Coordinator.eml](#)

Your message to scooke@wltx.com couldn't be delivered.

[scooke](#) wasn't found at [wltx.com](#)

ChaneyAdams

Office 365

scooke

Action Required

Recipient

Unknown TO address

How to Fix It

The address may be misspelled or may not exist. Try the following:

- Retype the email address then resend the message.
- Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article: [NDR Response Code 5.1.10 in Exchange Online and Office 365](#).
- Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.
- The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.

If the problem continues, forward this message to your email admin.

Was this helpful? [Send feedback](#).

More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is hosted by Office 365 but the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the person who sent it.

A common example of when this can happen is when the recipient changes their email address but the sender picks the person from their recipient nickname list in Outlook or Outlook Web App. The nickname cache doesn't yet know about the new e-mail address -- it has stored the out-of-date email address information -- so when the message is sent the wrong address is used, even though the sender chose the right recipient.

Another example is if the recipient is an Office 365 user but a license is not assigned to the user. In the Office 365 Admin Center check that the user has a valid license assigned to it.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the correct recipient address, and it's still not working, send a test message from another user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see [NDR Response Code 5.1.10 in Exchange Online and Office 365](#).

Original Message Details

Created Date: 10/19/2015 3:47:25 PM
Sender Address: ChaneyAdams@gov.sc.gov
Recipient Address: scooke@wltx.com
Subject: Follow Up: Gov. Nikki Haley to Announce State Disaster Recovery Coordinator

Error Details

Reported error: *550 5.1.10 RESOLVER.ADR.RecipientNotFound: Recipient not found by SMTP address lookup*
DSN generated by: CY1PR12MB0603.namprd12.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH
1	10/19/2015 3:47:26 PM	BY1PR09MB0598.namprd09.prod.outlook.com	BY1PR09MB0598.namprd09.prod.outlook.com	mapi
2	10/19/2015 3:47:26 PM	BY1PR09MB0598.namprd09.prod.outlook.com	BY1PR09MB0599.namprd09.prod.outlook.com	Microsoft SM (TLS)
3	10/19/2015 3:47:27 PM	BY1PR09MB0599.namprd09.prod.outlook.com	BY1PR09MB0438.namprd09.prod.outlook.com	Microsoft SM (TLS)
4	10/19/2015 3:47:30 PM	na01-bn1-obe.outbound.protection.outlook.com	BY2FFO11FD037.mail.protection.outlook.com	Microsoft SM (TLS)
5	10/19/2015 3:47:31 PM	BY2FFO11FD037.protection.gbl	CY1PR12CA0068.outlook.office365.com	Microsoft SM (TLS)
6	10/19/2015 3:47:31 PM	CY1PR12CA0068.namprd12.prod.outlook.com	CY1PR12MB0603.namprd12.prod.outlook.com	Microsoft SM (TLS)

Original Message Headers

Received: from CY1PR12CA0068.namprd12.prod.outlook.com (10.163.230.36) by CY1PR12MB0603.namprd12.prod.outlook.com (10.163.238.13) with Microsoft SMT Server (TLS) id 15.1.300.14; Mon, 19 Oct 2015 15:47:31 +0000

Received: from BY2FF011FD037.protection.gbl (2a01:111:f400:7c0c::113) by
CY1PR12CA0068.outlook.office365.com (2a01:111:e400:c42b::36) with Microsof
SMTP Server (TLS) id 15.1.300.14 via Frontend Transport; Mon, 19 Oct 2015
15:47:31 +0000

Authentication-Results: spf=pass (sender IP is 157.56.110.109)
smtp.mailfrom=gov.sc.gov; wltx.com; dkim=none (message not signed)
header.d=none;wltx.com; dmarc=bestguesspass action=none
header.from=gov.sc.gov;

Received-SPF: Pass (protection.outlook.com: domain of gov.sc.gov designates
157.56.110.109 as permitted sender) receiver=protection.outlook.com;
client-ip=157.56.110.109; helo=na01-bn1-obe.outbound.protection.outlook.co

Received: from na01-bn1-obe.outbound.protection.outlook.com (157.56.110.109
by BY2FF011FD037.mail.protection.outlook.com (10.1.14.222) with Microsoft
SMTP Server (TLS) id 15.1.300.4 via Frontend Transport; Mon, 19 Oct 2015
15:47:30 +0000

Received: from BY1PR09MB0599.namprd09.prod.outlook.com (10.160.110.151) by
BY1PR09MB0438.namprd09.prod.outlook.com (10.160.109.20) with Microsoft SMT
Server (TLS) id 15.1.300.14; Mon, 19 Oct 2015 15:47:27 +0000

Received: from BY1PR09MB0598.namprd09.prod.outlook.com (10.160.110.150) by
BY1PR09MB0599.namprd09.prod.outlook.com (10.160.110.151) with Microsoft SM
Server (TLS) id 15.1.300.14; Mon, 19 Oct 2015 15:47:26 +0000

Received: from BY1PR09MB0598.namprd09.prod.outlook.com ([10.160.110.150]) b
BY1PR09MB0598.namprd09.prod.outlook.com ([10.160.110.150]) with mapi id
15.01.0300.010; Mon, 19 Oct 2015 15:47:26 +0000

From: "Adams, Chaney" <ChaneyAdams@gov.sc.gov>
Subject: Follow Up: Gov. Nikki Haley to Announce State Disaster Recovery
Coordinator

Thread-Topic: Follow Up: Gov. Nikki Haley to Announce State Disaster Recove
Coordinator

Thread-Index: AdEKhXMdQkAgfYzIQhqIX403Wh2r+g==

Date: Mon, 19 Oct 2015 15:47:25 +0000

Message-ID: <BY1PR09MB05982E0AEA869D5471CBD808883A0@BY1PR09MB0598.namprd09.
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
authentication-results: spf=none (sender IP is)
smtp.mailfrom=ChaneyAdams@gov.sc.gov;
x-originating-ip: [167.7.11.69]
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BY1PR09MB0599;5:BG9XTRaLQMazN
X-Microsoft-Antispam-Untrusted: UriScan:(76054)(76066);BCL:0;PCL:0;RULEID:(
x-microsoft-antispam-prvs: <BY1PR09MB05992C539E8EF9F86E6E437B883A0@BY1PR09M
x-exchange-antispam-report-test:
UriScan:(42673675456677)(108003899814671)(83020558694031);UriScan:(42673675
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(601004)(2401047)(520078)(5005006)(8121501046)(3002001);
x-forefront-prvs: 07349BFAD2
X-Forefront-Antispam-Report-Untrusted: SFV:NSPM;SFS:(10019020)(164054003)(1
received-spf: None (protection.outlook.com: gov.sc.gov does not designate
permitted sender hosts)
spamdiagnosticoutput: 1:23
spamdiagnosticmetadata: NSPM
Content-Type: multipart/alternative;

boundary="_000_BY1PR09MB05982E0AEA869D5471CBD808883A0BY1PR09MB0598namp_"
MIME-Version: 1.0
X-MS-Exchange-Transport-CrossTenantHeadersStamped: BY1PR09MB0599
To: Undisclosed recipients;
Return-Path: ChaneyAdams@gov.sc.gov
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BY1PR09MB0438;2:TsQPTkneQ6g/i
X-EOPAttributedMessage: 0
X-MS-Exchange-Transport-CrossTenantHeadersStripped: BY2FF011FD037.protection
X-MS-Exchange-Transport-CrossTenantHeadersPromoted: BY2FF011FD037.protection
X-Microsoft-Exchange-Diagnostics: 1;BY2FF011FD037;1:rMeWtofxivdJ9GCRYtE2guD
X-Forefront-Antispam-Report:
CIP:157.56.110.109;CTRY:US;IPV:NLI;EFV:NLI;SFV:NSPM;SFS:(2980300002)(438002
X-Microsoft-Exchange-Diagnostics:
1;CY1PR12MB0603;2:doIXq8HTcgn4Mu9clHTtXynmuAk0UH1356TaXVetZeqVc2nbCvxYDahWA
X-Microsoft-Antispam:
UriScan:(76054)(76066);BCL:0;PCL:0;RULEID:(42139001)(8251501001)(120001)(71
X-Microsoft-Exchange-Diagnostics:
1;CY1PR12MB0603;20:Ar2eDhkZ2D7lfd7jEpQdmNgm8kvC6/A+jsG3IHhyCgykhE6h2Q++HqZg
X-Microsoft-Exchange-Diagnostics:
=?us-ascii?Q?1;CY1PR12MB0603;23:hQY7eCpkkIjjY2VOZoL+/Gji/tnU4jQCAiMJIn2TP?=
=?us-ascii?Q?R/APSGyUHAYXzCz8bvN+kmmjE4fqkFFgY4o9rQg45Y+ReWcmIDstCw9jpsTg?
=?us-ascii?Q?FhjFqpQs8qkGhk08D6mvrKKy6Obp3+yWhnR5iCVt2MUVslHjaQ/4Xe/0ikPL?
=?us-ascii?Q?oWr58R5Kjiko4yoObtvflUTvQC3URzVkNORSNdqvqeB6eq1Aio77dN+pmGCr?
=?us-ascii?Q?BiTQWWtHYU0ELy+42jPDD/79jhyZA8745y80TuJ6//Ultr0nj5/VVpxM23Qi?
=?us-ascii?Q?Xa84ZF3tnRHlxz/ca2FLWtUDSU+bZTW7UuUxlfKgl64VJU5cmoWgAdgrIOj5?
=?us-ascii?Q?zw7DyIS6lMhTwBH2WmDmyPtjauw00kAGbtqIDIXrp2j7JMBRz2iVhrwiNtoM?
=?us-ascii?Q?nPBTCnZOyMy6vhar8JIeSntoM1AW4xr32+PkN7kfp9ozdGC4Qsscmh3QurMq?
=?us-ascii?Q?7m9Lcrcl//FXskng47At5VCyad62kDyUYUo+uR6xPp4PmmYHngCZ5ahmWcJT?
=?us-ascii?Q?loAAgmubc3j0eulgNtU2xDLq8rRQF74vdIEuafEqjzjP9hfJny6fiFrw+TOK?
=?us-ascii?Q?afK8HHDLf+vDmW2AmAgHauFkmLz/dcgsoBZ4Kc3Mzpf7RVZSphZr8E53dbH?
=?us-ascii?Q?o3dnemr3N0AhxiVxPBh+8XaQMyuGHYkx2+bZ5hwdDUjVnhGOTf+Dwjf3t/f0?
=?us-ascii?Q?VV3ywjMORAdInWx13TyotUwawzpo3f1KXefMIryr9072HdLX2WWvJusAKwCC?
=?us-ascii?Q?Pyc8WJjhTKL2CxDRpQrdiHx9jsfjGsyzzSusjKBvWw+3NMdLoHTl2Kr/F4f?
=?us-ascii?Q?qPwlJSBrnkmyNx5WrRBkfdJ+XRI4lz4R3ZqCuGH8jG9gEb2S751N25v8pkwF?
=?us-ascii?Q?wc6KU/vkpZ8RL5SP09WeLT3NR+Ylq2Hx/EHCvYkZnsW73kObUPy6N/DlGQlb?
=?us-ascii?Q?uYZMjHqmg6/T5BWjc8ijPMwqNHu2KrZtOSP8prE3YeDJDyJqzqUoflNb68RI?
=?us-ascii?Q?ixUEVG1znXdyTuArr4M+sbaOfbNdbJHbm16I00WS5KPWIhtUBgOSiLbg50Ob?
=?us-ascii?Q?85vYU+Nmp7i7CEp509VSh7ibVMCZynJkLurgc0z6VBzmVWWWyQ7PPW1Df+CH?
=?us-ascii?Q?jw/tl7usREKsDTEkO5Bm6k+QsXMcOF54gqK5ZV2OE9r9iuyNII0TiyPQfI+y?
=?us-ascii?Q?PYe9fbecAhrdEKtcsFMacBTzmTgg6SXAqQJdl3JcMLdi5vlfSYJ6OWRkyWdK?
=?us-ascii?Q?gw9Sc8QYSyNQzNNCU9inbK4kWD4F+xiLSkKc7jCPbfjrndfz7qY0DqzsueOt?
=?us-ascii?Q?UPLF+9js+D+kHl0k2o0/BEe9LAGxjT9s+bEAv74CI1HXA7U8gw9JPfmEJJV?
=?us-ascii?Q?8DqOpLwwlqBgTt34knaxm5iIbGeCtPtJagDlo4+5iv8tNeYDENAHs83KNGbY?
=?us-ascii?Q?9Nx7DZEaWb6q52wQRnrszprRhFDhGerZIBPbbZ54rCgNOhmJXPCSEsjoscaVY?
=?us-ascii?Q?G7fTlzaon6GA=3D=3D?=
X-Microsoft-Exchange-Diagnostics:
1;CY1PR12MB0603;5:Pdb2YpccJi5IXf2BgOtXM7Q2jp1PGPwDvCgaMvYvMaMvKpzfmRMU6mVMq
X-MS-Exchange-CrossTenant-OriginalArrivalTime: 19 Oct 2015 15:47:30.1853
(UTC)
X-MS-Exchange-CrossTenant-Id: ccd8a79b-7268-413b-8789-71f8b6f4c0df
X-MS-Exchange-CrossTenant-FromEntityHeader: Internet
X-MS-Exchange-Transport-CrossTenantHeadersStamped: CY1PR12MB0603