

From: postmaster@raycom.onmicrosoft.com <postmaster@raycom.onmicrosoft.com>
To: trobinson@wtoc.com <trobinson@wtoc.com>
Date: 11/21/2016 4:29:33 PM
Subject: Undeliverable: Follow up from the governor's office
Attachments: [Follow up from the governor's office.eml](#)

Your message to trobinson@wtoc.com couldn't be delivered.

trobinson wasn't found at wtoc.com.

ChaneyAdams

Office 365

trobinson

Action Required

Recipient

Unknown To address

How to Fix It

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

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose Send Again from the Report ribbon. In Outlook on the web, select this NDR, then select the link "To send this message again, click here." Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click Send.
- Contact the recipient (by phone, for example) to check that the address is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: [Fix email delivery issues for error code 5.1.1 in Office 365](#), and then send the message again. Retype the entire recipient address before selecting Send.

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

More Info for Email Admins

Typically this error occurs because the recipient email address is incorrect or doesn't exist at the destination domain. This can usually be fixed by the sender. However, sometimes the issue needs to be fixed by the recipient or the recipient's email admin. If the steps in the How to Fix It section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. A forwarding rule can be configured by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Mail flow settings and MX records are not correct - Misconfigured mail flow settings or MX records can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

Mail loop detected - This error also indicates that the receiving organization's email settings are misconfigured, creating a mail loop when a message is sent to an address that isn't found in their directory. This usually won't disrupt mail flow for recipients that actually exist, but the recipient's email admin should fix the misconfiguration to reduce the chance of any other mail flow issues. A common cause for this loop is that the recipient's domain is configured as "Internal Relay" when it should be "Authoritative." Another common cause for the loop is that both the sender and recipient are part of the same organization, but the sender's mailbox is hosted by Office 365, while the recipient's mailbox is hosted on-premises, and an outbound connector from Office 365 to the on-premises email servers is missing or misconfigured. To fix this, the recipient's email admin should create a correctly configured outbound connector in Office 365 to route the message to the on-premises mailbox.

For more information and tips to fix this problem, see [Fix email delivery issues for error code 5.4.14 in Office 365](#).

Original Message Details

Created Date: 11/21/2016 9:29:12 PM
Sender Address: ChaneyAdams@gov.sc.gov
Recipient Address: trobinson@wtoc.com
Subject: Follow up from the governor's office

Error Details

Reported error: *554 5.4.14 Hop count exceeded - possible mail loop ATTR34*
DSN generated by: BY2PR04MB661.namprd04.prod.outlook.com
Remote server: BY2FFO11OLC005.mail.protection.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH
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1	11/21/2016 9:29:12 PM	CY1PR09MB0220.namprd09. prod.outlook.com	CY1PR09MB0220.namprd09. prod.outlook.com	mapi
2	11/21/2016 9:29:12 PM	CY1PR09MB0220.namprd09. prod.outlook.com	CY1PR09MB0217.namprd09. prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
3	11/21/2016 9:29:15 PM	gcc01-CY1-obe.outbound. protection.outlook.com	BN1BFFO11FD022.mail. protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
4	11/21/2016 9:29:16 PM	BN1BFFO11FD022.protection. gbl	DM2PR04CA027.outlook. office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
5	11/21/2016 9:29:16 PM	DM2PR04CA027.namprd04. prod.outlook.com	BLUPR04MB658.namprd04. prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
6	11/21/2016 9:29:20 PM	NAM02-CY1-obe.outbound. protection.outlook.com	BN1BFFO11FD018.mail. protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
7	11/21/2016 9:29:22 PM	BN1BFFO11FD018.protection. gbl	CY1PR04CA0020.outlook. office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
8	11/21/2016 9:29:21 PM	CY1PR04CA0020.namprd04. prod.outlook.com	SN1PR0401MB1710. namprd04.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
9	11/21/2016 9:29:24 PM	NAM03-DM3-obe.outbound. protection.outlook.com	BL2FFO11FD019.mail. protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
10	11/21/2016 9:29:25 PM	BL2FFO11FD019.protection. gbl	BN3PR04CA0022.outlook. office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9
11	11/21/2016 9:29:26 PM	BN3PR04CA0022.namprd04. prod.outlook.com	BY2PR04MB661.namprd04. prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_9

Original Message Headers

Received: from BN3PR04CA0022.namprd04.prod.outlook.com (10.166.70.160) by BY2PR04MB661.namprd04.prod.outlook.com (10.141.218.15) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) 15.1.734.8; Mon, 21 Nov 2016 21:29:26 +0000

Received: from BL2FFO11FD019.protection.gbl (2a01:111:f400:7c09::147) by BN3PR04CA0022.outlook.office365.com (2a01:111:e400:7a4f::32) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.734.8 via Front Transport; Mon, 21 Nov 2016 21:29:25 +0000

Authentication-Results: spf=pass (sender IP is 207.46.163.19) smtp.mailfrom=gov.sc.gov; wtoc.com; dkim=pass (signature was verified) header.d=365SC.onmicrosoft.com;wtoc.com; dmarc=bestguesspass action=none header.from=gov.sc.gov;wtoc.com; dkim=pass (signature was verified) header.d=365SC.onmicrosoft.com;

Received-SPF: Pass (protection.outlook.com: domain of gov.sc.gov designates 207.46.163.19 as permitted sender) receiver=protection.outlook.com; client-ip=207.46.163.19; helo=NAM03-DM3-obe.outbound.protection.outlook.co

Received: from NAM03-DM3-obe.outbound.protection.outlook.com (207.46.163.19) by BL2FFO11FD019.mail.protection.outlook.com (10.173.161.37) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.721.5 via Front Transport; Mon, 21 Nov 2016 21:29:24 +0000

X-IncomingTopHeaderMarker: OriginalChecksum:;UpperCasedChecksum:;SizeAsRece

Received: from CY1PR04CA0020.namprd04.prod.outlook.com (10.166.187.30) by
SN1PR0401MB1710.namprd04.prod.outlook.com (10.162.131.12) with Microsoft S
Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384)
15.1.734.8; Mon, 21 Nov 2016 21:29:21 +0000

Received: from BN1BFF011FD018.protection.gbl (2a01:111:f400:7c10::1:161) by
CY1PR04CA0020.outlook.office365.com (2a01:111:e400:c5a5::30) with Microsof
SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.734.8 via Front
Transport; Mon, 21 Nov 2016 21:29:22 +0000

Authentication-Results: spf=pass (sender IP is 207.46.163.49)
smtp.mailfrom=gov.sc.gov; wtoc.com; dkim=pass (signature was verified)
header.d=365SC.onmicrosoft.com;wtoc.com; dmarc=bestguesspass action=none
header.from=gov.sc.gov;wtoc.com; dkim=pass (signature was verified)
header.d=365SC.onmicrosoft.com;

Received-SPF: Pass (protection.outlook.com: domain of gov.sc.gov designates
207.46.163.49 as permitted sender) receiver=protection.outlook.com;
client-ip=207.46.163.49; helo=NAM02-CY1-obe.outbound.protection.outlook.co

Received: from NAM02-CY1-obe.outbound.protection.outlook.com (207.46.163.49
by BN1BFF011FD018.mail.protection.outlook.com (10.58.144.81) with Microsof
SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.734.4 via Front
Transport; Mon, 21 Nov 2016 21:29:20 +0000

X-IncomingTopHeaderMarker: OriginalChecksum:;UpperCasedChecksum:;SizeAsRece

Received: from DM2PR04CA027.namprd04.prod.outlook.com (10.141.154.145) by
BLUPR04MB658.namprd04.prod.outlook.com (10.141.204.148) with Microsoft SMT
Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384)
15.1.734.8; Mon, 21 Nov 2016 21:29:16 +0000

Received: from BN1BFF011FD022.protection.gbl (2a01:111:f400:7c10::1:152) by
DM2PR04CA027.outlook.office365.com (2a01:111:e400:243c::17) with Microsoft
SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.734.8 via Front
Transport; Mon, 21 Nov 2016 21:29:16 +0000

Authentication-Results: spf=pass (sender IP is 23.103.200.92)
smtp.mailfrom=gov.sc.gov; wtoc.com; dkim=pass (signature was verified)
header.d=365SC.onmicrosoft.com;wtoc.com; dmarc=bestguesspass action=none
header.from=gov.sc.gov;wtoc.com; dkim=pass (signature was verified)
header.d=365SC.onmicrosoft.com;

Received-SPF: Pass (protection.outlook.com: domain of gov.sc.gov designates
23.103.200.92 as permitted sender) receiver=protection.outlook.com;
client-ip=23.103.200.92; helo=gcc01-CY1-obe.outbound.protection.outlook.co

Received: from gcc01-CY1-obe.outbound.protection.outlook.com (23.103.200.92
by BN1BFF011FD022.mail.protection.outlook.com (10.58.144.85) with Microsof
SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384) id 15.1.734.4 via Front
Transport; Mon, 21 Nov 2016 21:29:15 +0000

X-IncomingTopHeaderMarker: OriginalChecksum:;UpperCasedChecksum:;SizeAsRece

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=365SC.onmicrosoft.c
s=selector1-gov-sc-gov;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version;
bh=+bLBMyBbfkwZi9KbSBWsz87/dt14N/WGhb64CIeY9r0=;
b=n7TvIrLfYUyq0GZKiEj/utNi+HSzTv5vFXeNsgHooDifvUKwck1YmXitPLSG9DaHFGjkgMAJ

Received: from CY1PR09MB0220.namprd09.prod.outlook.com (10.160.140.14) by
CY1PR09MB0217.namprd09.prod.outlook.com (10.160.140.11) with Microsoft SMT

Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P384)
15.1.734.8; Mon, 21 Nov 2016 21:29:12 +0000
Received: from CY1PR09MB0220.namprd09.prod.outlook.com ([10.160.140.14]) by
CY1PR09MB0220.namprd09.prod.outlook.com ([10.160.140.14]) with mapi id
15.01.0734.012; Mon, 21 Nov 2016 21:29:12 +0000
From: "Adams, Chaney" <ChaneyAdams@gov.sc.gov>
Subject: Follow up from the governor's office
Thread-Topic: Follow up from the governor's office
Thread-Index: AdjEPhe4U43mAY7PSiirzmAHCX6UoQ==
Date: Mon, 21 Nov 2016 21:29:12 +0000
Message-ID: <CY1PR09MB02207DE75A334C2C6ABC94E688B50@CY1PR09MB0220.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-MS-Office365-Filtering-Correlation-Id: abc4dece-0d24-4bf9-b522-08d4125577
X-Microsoft-Antispam-Untrusted: UriScan;;BCL:0;PCL:0;RULEID:(22001);SRVR:CY
x-microsoft-antispam-prvs: <CY1PR09MB0217FA0935A3D499815E18F488B50@CY1PR09M
x-exchange-antispam-report-test:
UriScan:(209352067349851)(21748063052155);UriScan:(209352067349851)(2174806
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(6040307)(6045199)(6060326)(601004)(2401047)(8121501046)
x-forefront-prvs: 01334458E5
X-Forefront-Antispam-Report-Untrusted: SFV:NSPM;SFS:(10019020)(7916002)(514
received-spf: None (protection.outlook.com: gov.sc.gov does not designate
permitted sender hosts)
SpamDiagnosticOutput: 1:99
SpamDiagnosticMetadata: NSPM
Content-Type: multipart/alternative;
boundary="_000_CY1PR09MB02207DE75A334C2C6ABC94E688B50CY1PR09MB0220namp_"
MIME-Version: 1.0
X-MS-Exchange-Transport-CrossTenantHeadersStamped: CY1PR09MB0217
X-IncomingHeaderCount: 33
To: Undisclosed recipients;;
Return-Path: ChaneyAdams@gov.sc.gov
X-EOPAttributedMessage: 2
X-EOPTenantAttributedMessage: 18a3241d-13ce-4f4c-a9d2-28alee869d1d:2
X-MS-Exchange-Transport-CrossTenantHeadersStripped: BN1BFFO11FD022.protecti
X-MS-Exchange-Transport-CrossTenantHeadersPromoted: BN1BFFO11FD022.protecti
X-MS-Office365-Filtering-HT: Tenant
X-Forefront-Antispam-Report-Untrusted: CIP:23.103.200.92;IPV:NLI;CTRY;;EFV:
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;2:oUZdf7I29bBybk
X-DkimResult-Test: Passed
X-Microsoft-Antispam-Untrusted: UriScan;;BCL:0;PCL:0;RULEID:(22001)(8180016
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;25:8MORJsx0KYMsc
X-LD-Processed: 18a3241d-13ce-4f4c-a9d2-28alee869d1d,ExtAddr,ExtAddr,ExtAdd
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;20:A0NN/P+dldNn8
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;4:g5ckZlTB6UJEOz
X-Microsoft-Exchange-Diagnostics-untrusted: =?us-ascii?Q?1;BLUPR04MB658;23:
=?us-ascii?Q?ael0kiiqifoM7i2FzGc/8ZPZPw7d3MujF84OZjFWVxoOQFlTiWvSH/cr3whd?

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=?us-ascii?Q?/mxS6Rn+zImWE/zdkzGfHpYomB+gvQTyS65d3zczmQvCCoSGSMdITWbBv+qo?
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=?us-ascii?Q?dxYzFFO3P+X7S+b00Oef0xBU5dvk//quHKwE9W0KHvpVVLAnuh2ctZnalLby?
=?us-ascii?Q?Bk/xM8Eil30a7clrbInYb1MO2yHYUlIYguFgaZmxatYnKCx+ahMMXPovLzy7?
=?us-ascii?Q?y9VInVvnJHZGLH6uWVZ2HeEikOwlul2QOI03wzvRBIqwYT6p18YpmcaJr5gx?
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=?us-ascii?Q?IP2ZY4685vpjgyE3luNqWH0SND2Tppk19Pil/AhGaxfIOHjjbmKYLJhGJJrd?
=?us-ascii?Q?RTY0PRu2zDKGne7z3cVDb6TP8GZ4zWiuSmz9YEuDeiPRacLD0hUOKJ9fMsUe?
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=?us-ascii?Q?Kap6L6E+RynMpCcxvulCrDkU+jXgA84P4fNlQ50LNnsf7nxgJ7wgiLc4p1H?=
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;6:QAJeGC8Zzp53km
X-ExternalRecipientOutboundConnectors: 18a3241d-13ce-4f4c-a9d2-28a1ee869d1d
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BLUPR04MB658;7:d5auqwF05jC650
X-Auto-Response-Suppress: DR, OOF, AutoReply
X-MS-Exchange-Transport-CrossTenantHeadersStamped: BLUPR04MB658
X-IncomingHeaderCount: 62
X-MS-Exchange-Transport-CrossTenantHeadersStripped: BN1BFFO11FD018.protecti
X-MS-Exchange-Transport-CrossTenantHeadersPromoted: BN1BFFO11FD018.protecti
X-Forefront-Antispam-Report-Untrusted: CIP:207.46.163.49;IPV:NLI;CTRY:US;EF
X-Microsoft-Exchange-Diagnostics-untrusted: 1;BN1BFFO11FD018;1:BvSWFyADa2Kg
X-Microsoft-Exchange-Diagnostics-untrusted: 1;SN1PR0401MB1710;2:46dboxQ9nQL
X-DkimResult-Test: Passed
X-Microsoft-Antispam-Untrusted: UriScan:;BCL:0;PCL:0;RULEID:(22001)(8180016
X-Microsoft-Exchange-Diagnostics-untrusted: =?us-ascii?Q?1;SN1PR0401MB1710;
=?us-ascii?Q?jsigLAU64XtmwHTuwaRG10gasAuDeSp0uX7dOFZC4E+f8EIjPwt9gvHfeCTZ?
=?us-ascii?Q?KysH15ZDI77N3hSNonkHuyD9fhAlL/iJqlUvLVAN+YD5PcKSuDQZfc8up+Tl?
=?us-ascii?Q?zZkgkHFjWn+q551l/Qs7aWUFCEAZ2NXdKmtjUzHqA4HosvwW9oEGnf+oGkmZ?
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=?us-ascii?Q?lN0WFMcngUpt5F/Q5SLC+pjXbx3bhfb8C/iwltFvGbz3KFnNVxjCHlk3APwF?
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=?us-ascii?Q?EXuf3N1b75BC7qXxUi5LlDI200mrVIBlxKrJwgaZi6WGi9kFsdMkTnlqD7Lq?
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=?us-ascii?Q?2UC4gq7LA/K2VURiByNJ++m3sONx6QFeKjJ+76oMyPNEx0ZSvuEI5nLzgbm0?
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=?us-ascii?Q?7RzVwiqM6gUJLOeU21x2rol04PX4y9JE+toTuuC6LwXHcWiZmBzotJehnN51?
=?us-ascii?Q?8/fOSzD/whayP0kXOtHLixB9soirXVe/uikd4dDuOR9MPf4pdr7c1PUA+Fe3?
=?us-ascii?Q?q3Q5JKa227gIsUo1/OaZEiGyrXxkOBpL+4wHEF+bH7zGhss76rSH4niG3VyM?
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