Non Delivery Report

**From:** Microsoft Outlook [MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@usepa.onmicrosoft.com]
**Sent:** 8/2/2017 10:00:35 PM
**To:** Ex. 6 Personal Privacy (PP)
**Subject:** Undeliverable: The Dewey-Burdock public hearing transcripts are now available on the EPA Region 8 Underground Injection Control website
**Attachments:** The Dewey-Burdock public hearing transcripts are now available on the EPA Region 8 Underground Injection Control website

Your message did not reach some or all of the intended recipients.

Subject:The Dewey-Burdock public hearing transcripts are now available on the EPA Region 8 Underground Injection Control website
Sent:8/2/2017 10:00:37 PM

The following recipient(s) cannot be reached:

Ex. 6 Personal Privacy (PP) on 8/2/2017 10:00:37 PM
Diagnostic code = MailRecipientUnknown; Reason code = TransferImpossible; Status code = 511
<lxdnp28m.centurylink.com #5.1.1 smtp;550 5.1.1 Ex. 6 Personal Privacy (PP) User unknown>

Office 365

Your message to Ex. 6 Personal Privacy (PP) couldn't be delivered.

Ex. 6 Personal Privacy (PP) wasn't found at centurylink.com.

**Shea.Valois** **Office 365** Ex. 6 Personal Privacy (PP)
**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 exists and 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**.

If the problem continues, forward this message to your email admin. If you're an email admin, refer to the **More Info for Email Admins** section below.

*Was this helpful? Send feedback to Microsoft.*

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## More Info for Email Admins

*Status code: 550 5.1.1*

This error occurs because the sender sent a message to an email address outside of Office 365, but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. 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. Forwarding can be set up 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 or MX record settings 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.

For more information and additional tips to fix this issue, see Fix email delivery issues for error code 550 5.1.1 in Office 365.

### Original Message Details

| | |
|---|---|
| Created Date: | 8/2/2017 10:00:30 PM |
| Sender Address: | Shea.Valois@epa.gov |
| Recipient Address: | Ex. 6 Personal Privacy (PP) |
| Subject: | The Dewey-Burdock public hearing transcripts are now available on the EPA Region 8 Underground Injection Control website |

### Error Details

| | |
|---|---|
| Reported error: | *550 5.1.1* Ex. 6 Personal Privacy (PP) *User unknown* |
| DSN generated by: | DM2PR09MB0432.namprd09.prod.outlook.com |
| Remote server: | lxdnp28m.centurylink.com |

## Message Hops

| HOP | TIME (UTC) | FROM | TO | WITH |
|---|---|---|---|---|
| 1 | 8/2/2017 10:00:30 PM | DM2PR09MB0432.namprd09.prod.outlook.com | DM2PR09MB0432.namprd09.prod.outlook.com | mapi |
| 2 | 8/2/2017 10:00:30 PM | DM2PR09MB0432.namprd09.prod.outlook.com | DM2PR09MB0432.namprd09.prod.outlook.com | Microsoft SMTP Serve cipher=TLS_ECDHE_R |

## Original Message Headers


```
DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=usepa.onmicrosoft.com;
 s=selector1-epa-gov;
 h=From:Date:Subject:Message-ID:Content-Type:MIME-Version;
 bh=JGJOvNpoiTgqWXWw3vKoA7nNESVcBL4eePiHqkl8UoQ=;

b=GOGbWIJYFcqUkoi2+ZVqv0FpJ8r+Zyp2QaV9gdwwOVzy2Bl7c3CJTMIJe3EYdvWai7mGQohmBfa8oiahlfiYOS1
Lh022P0GNFhvOfTAUaX9AzB7aY8AjQyxbIFKrC9fWJPMt+UmUrBK4UpAJehAzlHW5jlmK5RNu8HuuUCRciXg=
Received: from DM2PR09MB0432.namprd09.prod.outlook.com (10.160.248.146) by
 DM2PR09MB0432.namprd09.prod.outlook.com (10.160.248.146) with Microsoft SMTP
 Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P256) id
 15.1.1304.22; Wed, 2 Aug 2017 22:00:30 +0000
Received: from DM2PR09MB0432.namprd09.prod.outlook.com
 ([fe80::e985:9f75:5892:2c72]) by DM2PR09MB0432.namprd09.prod.outlook.com
 ([fe80::e985:9f75:5892:2c72%17]) with mapi id 15.01.1304.023; Wed, 2 Aug 2017
 22:00:30 +0000
From: "Shea, Valois" <Shea.Valois@epa.gov>
Subject: The Dewey-Burdock public hearing transcripts are now available on the
 EPA Region 8 Underground Injection Control website
Thread-Topic: The Dewey-Burdock public hearing transcripts are now available
 on the EPA Region 8 Underground Injection Control website
Thread-Index: AdMLljxaKYTWEjlVRE6DlVRhQl5eew==
Date: Wed, 2 Aug 2017 22:00:30 +0000
Message-ID:
<DM2PR09MB0432564FA8120B262D5E1BDCE1B00@DM2PR09MB0432.namprd09.prod.outlook.com>
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=Shea.Valois@epa.gov;
x-originating-ip: [134.67.29.16]
x-ms-publictraffictype: Email
x-microsoft-exchange-diagnostics:
1;DM2PR09MB0432;7:3rcQiv/ESoPWOPh3mZ5mPVda9JDRGs8nUcng6f3sNDillfyUDSOqimRBPA6LKMPp6BUJOFP
E+TPI2puqaz3qcvVYlju497hxlLlhnzSSjLVFnU9hj/4bNUM0fLB7VYKm+cHQOU7kkK3GQ6xLxU34HlWDTR8QdGbX
oWb905j/3r5gl2p3TZDoxQLbOlgDytj86yfp0xellZc/2Ws9M38BLeZcHHVS7U8pbCSqKUIz2UORkpOmdOitecQWs
6D6nC0PTsvntt4YSdO0hBBQZgmdq5CNjI6yCFatT4MPAbgxS03zqD5kOuWr2JvOoSXdUHfA2vYFpW1rn3uWvWhN3C
```

wQNEclaXfJrH8dEsnCKJBc5PjWp/s1g2M0l+ba+nBVY9Ppx/zqet0IjsZLtPv3KLrzABqOTn07Subcgd7NMCAkaGa
4FefFZm6toJIWRKqa7lVxlYCfDqgTMYzM5ClTTeZDXBXNnBdDfBW+BmlVkhE3C0umqbZw0O4gOPOZZhHNiYyLlpVv
LhNwr3Zzr3uBaZbdj2gnhoKyFd2EpWOsIJA+StPKfPBWOlib4UgPY+4rl2rIaiuK/Z64ZPyalYtk2+z4Ads3tsXEC
T6sB0EzyEM3tGF7+3v3XSq5hgG5IxdK0MGu+tDolej/8/5SfITI89zHnpuhqllKyP/HQYDElARdxhnIctN9BznMWu
NyTIe6TJ8TdMjrtXN9FVy8NZqm2AssNJHh3/5/c7I5p94DasjNBsAE2Fv0pliFSYMPyS87HoFxsvPSVVmoZywrM27
Lys2MHvpmVcEbP5c8E4oSWi722qY=

x-ms-office365-filtering-correlation-id: 91469d5b-347b-4646-4833-08d4d9f1e464

x-microsoft-antispam:
UriScan:;BCL:0;PCL:0;RULEID:(300000500095)(300135000095)(300000501095)(300135300095)(2200
1)(300000502095)(300135100095)(201703025415 2)(300000503095)(300135400095)(201705260303 1)(
201703131423075)(201703031133081)(201702281549075)(300000504095)(300135200095)(3000005050
95)(300135600095)(300000506095)(300135500095);SRVR:DM2PR09MB0432;

x-ms-traffictypediagnostic: DM2PR09MB0432:

x-ld-processed: 88b378b3-6748-4867-acf9-76aacbeca6a7,ExtAddr

x-exchange-antispam-report-test:
UriScan:(261320762254229)(21748063052155)(229425074694992);

x-microsoft-antispam-prvs:
<DM2PR09MB0432259FB146D3CE4A75AFF94E1B00@DM2PR09MB0432.namprd09.prod.outlook.com>

x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(100000700101)(100105000095)(100000701101)(100105300095)(100000702101)
(100105100095)(6040450)(601004)(2401047)(5005006)(8121501046)(93006095)(93001095)(3002001
)(10201501046)(100000703101)(100105400095)(6041248)(201703131423075)(201702281528075)(201
703061421075)(201703061406153)(20161123558100)(20161123555025)(20161123562025)(20161123564025)(20161123560025)(6072148)(100000704101)(100105200095)(100000705101)(100105500095);SRVR:DM2PR09MB0432;BCL:0;PCL:0;RULEID:(100000800101)(100110000095)(100000801101)(100110300095)(100000802101)(100110100095)(100000803101)(100110400095)(100000804101)(100110200095)(100000805101)(100110500095);SRVR:DM2PR09MB0432;

x-forefront-prvs: 0387D64A71

x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020)(39400400002)(39850400002)(39840400002)(39410400002)(39450400003)(199003)(189002)(105586002)(8936002)(53936002)(81166006)(8676002)(81156014)(189998001)(5250100002)(97736004)(7696004)(2900100001)(1671002)(106356001)(881003)(66066001)(5660300001)(2906002)(3660700001)(966005)(39060400002)(102836003)(790700001)(72206003)(6116002)(109986005)(6506006)(101416001)(3846002)(110136004)(74316002)(38730400002)(8666007)(3280700002)(25786009)(68736007)(86362001)(54356999)(50986999)(606006)(76576003)(7336002)(7366002)(5501 6002)(54896002)(7736002)(7276002)(88732003)(89122003)(478600001)(14454004)(9686003)(90282003)(6306002)(7406005)(7416002)(33656002)(99286003)(6436002)(236005)(8656003);DIR:OUT;SFP:1102;SCL:1;SRVR:DM2PR09MB0432;H:DM2PR09MB0432.namprd09.prod.outlook.com;FPR:;SPF:None;PTR:InfoNoRecords;A:1;MX:1;LANG:en;

received-spf: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)

spamdiagnosticoutput: 1:99

spamdiagnosticmetadata: NSPM

Content-Type: multipart/alternative;
        boundary="_000_DM2PR09MB0432564FA8120B262D5E1BDCE1B00DM2PR09MB0432namp_"

MIME-Version: 1.0

X-OriginatorOrg: epa.gov

X-MS-Exchange-CrossTenant-originalarrivaltime: 02 Aug 2017 22:00:30.3205
 (UTC)

X-MS-Exchange-CrossTenant-fromentityheader: Hosted

X-MS-Exchange-CrossTenant-id: 88b378b3-6748-4867-acf9-76aacbeca6a7

X-MS-Exchange-Transport-CrossTenantHeadersStamped: DM2PR09MB0432