From: Microsoft Outlook [MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@usepa.onmicrosoft.com]
Sent: 8/14/2019 12:10:39 PM
To: virginia [thompson@usepa.onmicrosoft.com]
Subject: Undeliverable: RE: Awareness Notification
Attachments: RE: Awareness Notification

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

Subject:RE: Awareness Notification
Sent:8/14/2019 12:10:40 PM

The following recipient(s) cannot be reached:

virginia on 8/14/2019 12:10:40 PM
Diagnostic code = OrNameUnrecognized; Reason code = TransferFailed; Status code = 510
< #5.1.10 smtp;550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient thompson@usepa.onmicrosoft.com not found by SMTP address lookup>

Office 365

Your message to thompson@usepa.onmicrosoft.com couldn't be delivered.

thompson wasn't found at usepa.onmicrosoft.com.

DANDREA.MICHAEL	Office 365	thompson
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 5.1.10 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.

More Info for Email Admins

Status code: 550 5.1.10

This error occurs because the sender sent a message to an email address hosted by 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.

Recipient has a valid license - Make sure the recipient has an Office 365 license assigned to them. The recipient's email admin can use the Office 365 admin center to assign a license (Users > Active Users > select the recipient > Assigned License > Edit).

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 5.1.10 in Office 365.

Original Message Details

Created Date:	8/14/2019 12:10:39 PM
Sender Address:	DANDREA.MICHAEL@EPA.GOV
Recipient Address:	thompson@usepa.onmicrosoft.com
Subject:	RE: Awareness Notification

Error Details

Reported error:	*550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient thompson@usepa.onmicrosoft.com not found by SMTP address lookup*
DSN generated by:	BL0PR0901MB2482.namprd09.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH
1	8/14/2019 12:10:39 PM	BL0PR0901MB3252.namprd09.prod.outlook.com	BL0PR0901MB3252.namprd09.prod.outlook.com	mapi
2	8/14/2019 12:10:39 PM	BL0PR0901MB3252.namprd09.prod.outlook.com	BL0PR0901MB2482.namprd09.prod.outlook.com	Microsoft SMTP Se cipher=TLS_ECDHE

Original Message Headers


```
Authentication-Results: epa.gov; dkim=none (message not signed)
 header.d=none;epa.gov; dmarc=none action=none header.from=EPA.GOV;
Received: from BL0PR0901MB3252.namprd09.prod.outlook.com (20.177.241.92) by
 BL0PR0901MB2482.namprd09.prod.outlook.com (52.132.18.148) with Microsoft SMTP
 Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
 15.20.2157.18; Wed, 14 Aug 2019 12:10:39 +0000
Received: from BL0PR0901MB3252.namprd09.prod.outlook.com
 ([fe80::695a:1be:88e4:b3d8]) by BL0PR0901MB3252.namprd09.prod.outlook.com
 ([fe80::695a:1be:88e4:b3d8%3]) with mapi id 15.20.2157.022; Wed, 14 Aug 2019
 12:10:39 +0000
Content-Type: application/ms-tnef; name="winmail.dat"
Content-Transfer-Encoding: binary
From: "D'Andrea, Michael" <DANDREA.MICHAEL@EPA.GOV>
To: "Esher, Diana" <Esher.Diana@epa.gov>, virginia
        <thompson@usepa.onmicrosoft.com>, "Thompson, Virginia"
        <thompson.virginia@epa.gov>
CC: "Krakowiak, John" <Krakowiak.John@epa.gov>, "White, Lisa"
        <WHITE.LISA@EPA.GOV>, "O'Tormey, Carol" <OTormey.Carol@epa.gov>, "Tate, Rita"
        <Tate.Rita@epa.gov>
Subject: RE: Awareness Notification
Thread-Topic: Awareness Notification
Thread-Index: AdVR0H2J8VeNbOynPkuSVo0S0WscqgAUV5SgAABTVNAAHEAWsA==
Date: Wed, 14 Aug 2019 12:10:39 +0000
Message-ID:
<BL0PR0901MB3252978BD71AD4285945E2F8EEAD0@BL0PR0901MB3252.namprd09.prod.outlook.com>
References:
<BL0PR0901MB316936F7D3A4A60B72B171318BD20@BL0PR0901MB3169.namprd09.prod.outlook.com>,<BN6
PP09MB1809BE40AD18F802554EA62CF6D20@BN6PR09MB1809.namprd09.prod.outlook.com>
 <5D7363A1-C194-47A1-BA80-5996DC1B9D12@epa.gov>
In-Reply-To: <5D7363A1-C194-47A1-BA80-5996DC1B9D12@epa.gov>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
<BL0PR0901MB3252978BD71AD4285945E2F8EEAD0@BL0PR0901MB3252.namprd09.prod.outlook.com>
MIME-Version: 1.0
X-Originating-IP: [204.46.60.51]
X-MS-PublicTrafficType: Email
```

Return-Path: DANDREA.MICHAEL@EPA.GOV

X-MS-Office365-Filtering-Correlation-Id: 67324483-b006-469f-47ce-08d720b06be1

X-Microsoft-Antispam:

BCL:0;PCL:0;RULEID:(2390118)(7020095)(4652040)(8989299)(4534185)(4627221)(20170303
1133081)(20170228154907 5)(8990200)(5600148)(711020)(4605104)(1401327)(2017052603328)(7193
020);SRVR:BLOPR0901MB2482;

X-MS-TrafficTypeDiagnostic: BLOPR0901MB2482:

X-MS-Exchange-Transport-Forked: True

X-MS-Exchange-PUrlCount: 2