Exchange Email System and Undelivered Message Problem:

Symptom: User received a return email message stating an email message sent was *Undelivered* or *Unable to be delivered*

Answer:

During the migration of all the users to the new Exchange email/calendar system, there is an unfortunate side effect. The good news is that this is only temporary while the users are being migrated.
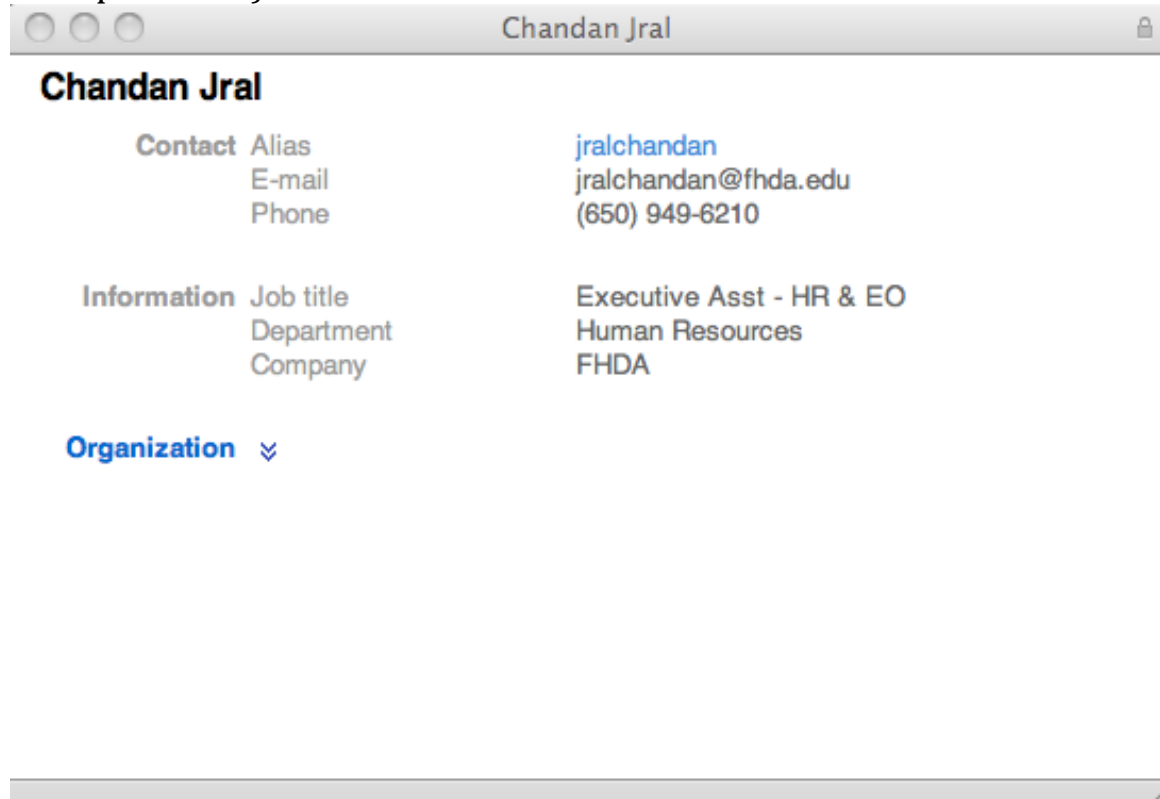
If you migrated before someone else, the ***cached*** email address you have for that person in the Exchange system, the underlying code for that email address, points to the individual's email address on the old email system (Sendmail/webmail).

How do I know the email address is bad?

Once the email address turns blue, *right click* on the email address. In the list that appears, select **Properties**. See below:
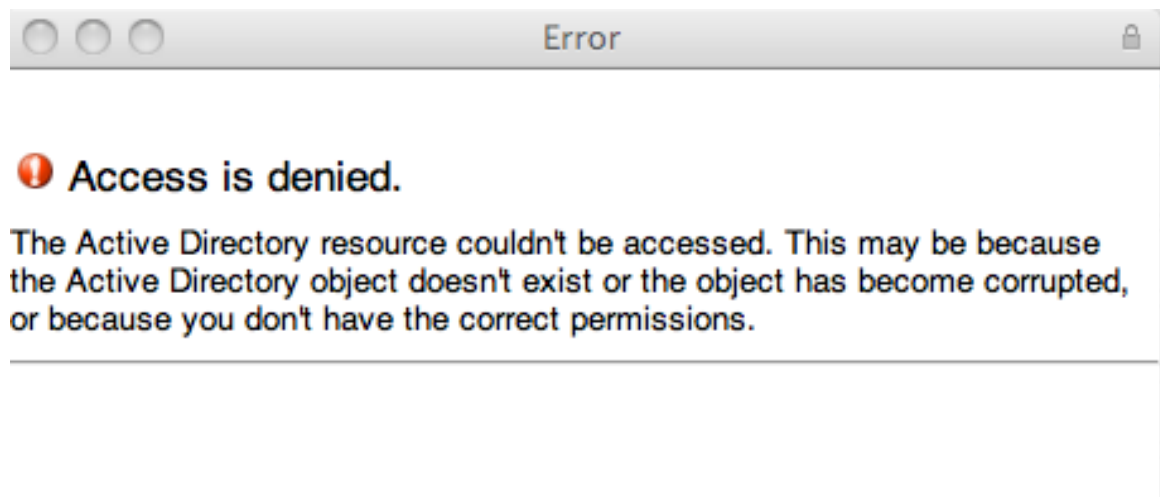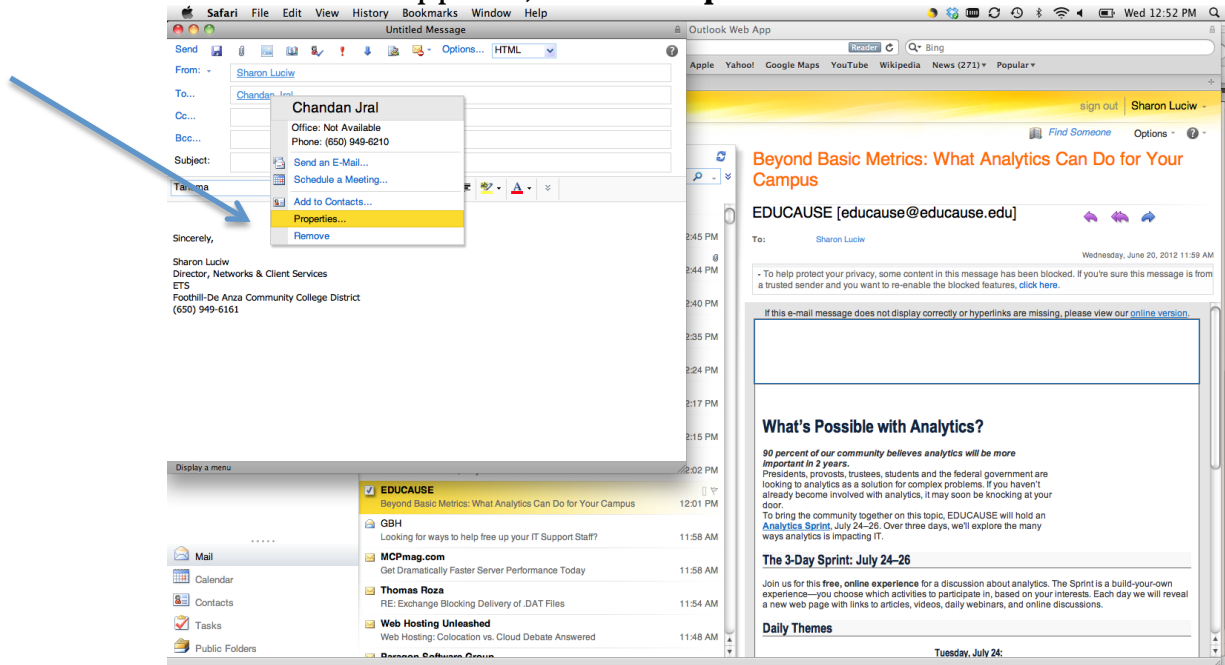
If detailed directory information about the individual appears, (see example below) then it is a valid email address.

Chandan Jral

Contact	Alias	jralchandan
	E-mail	jralchandan@fhda.edu
	Phone	(650) 949-6210
Information	Job title	Executive Asst - HR & EO
	Department	Human Resources
	Company	FHDA

Organization ⩔

If something else appears, (see the picture below) then it is a bad address.

Error

🔴 **Access is denied.**

The Active Directory resource couldn't be accessed. This may be because the Active Directory object doesn't exist or the object has become corrupted, or because you don't have the correct permissions.

What do I do now? A couple of things:

1. You need to delete this cached email address. When you begin typing the email address and the suggested email address appears this is the 'cached' address.   See below:
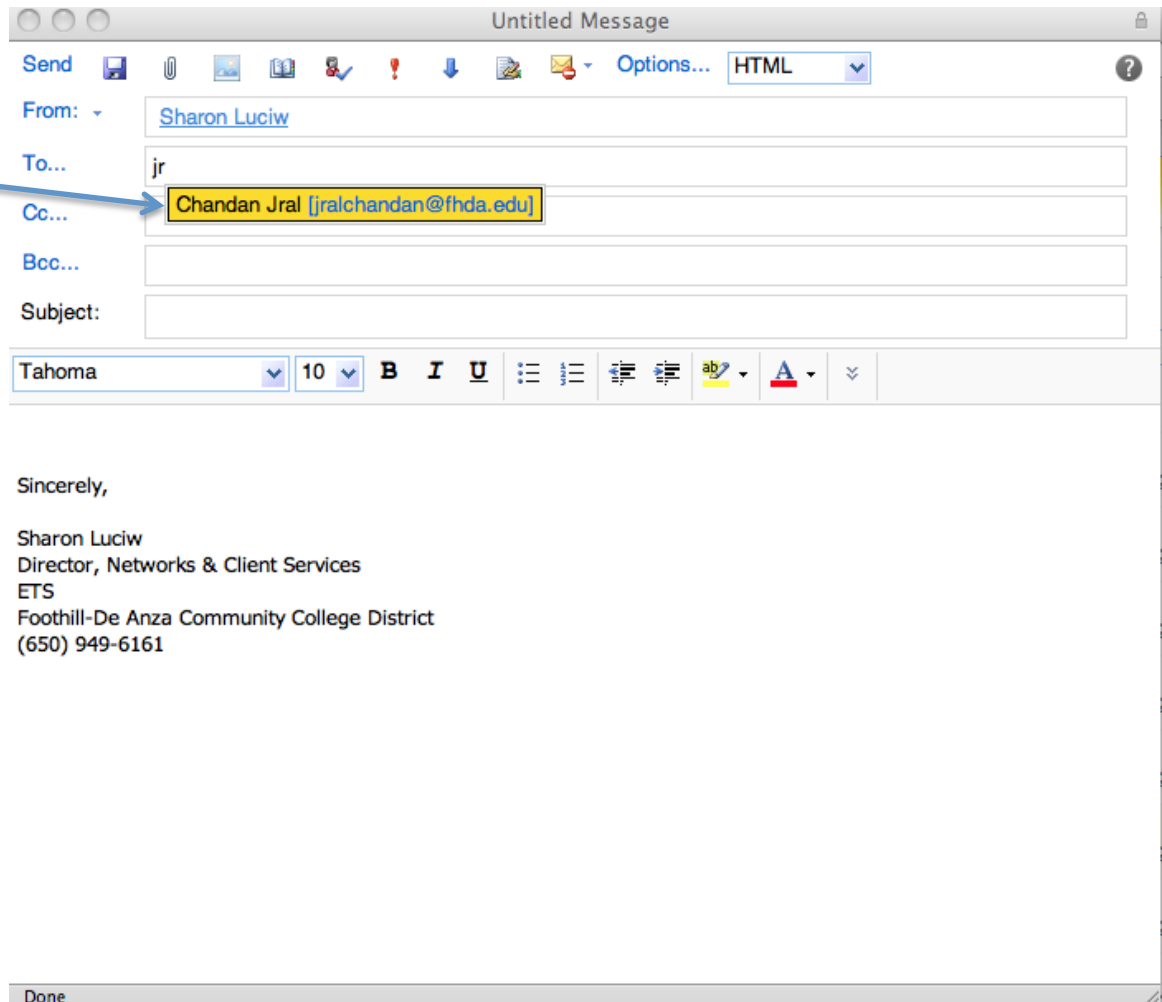
Now press the Delete key on your keyboard. On an extended keyboard it is the **del** key not the *delete* key on the main part of the keyboard, which is really just the *backspace* key. Below is a screen shot of an (old) Apple Extended Keyboard.

Backspace
Key

Delete Key

2. **To be certain** you have a valid email address, there are
    two other steps you can take:

    One: When typing the email address and once the cached email
    address appears, click on the **Check Names** icon at the top of the
    new email message window. Here is what the icon looks like:
    This will insert the valid email address for the recipient.

    Two: Get the email address from the District Directory. Click on the
    TO: or **CC**: or **BCC**: in the new email message window. Another
    window will appear. In the Search box at the top, type the name of
    the person you want to address the email to. See below:

Search Box   Search button
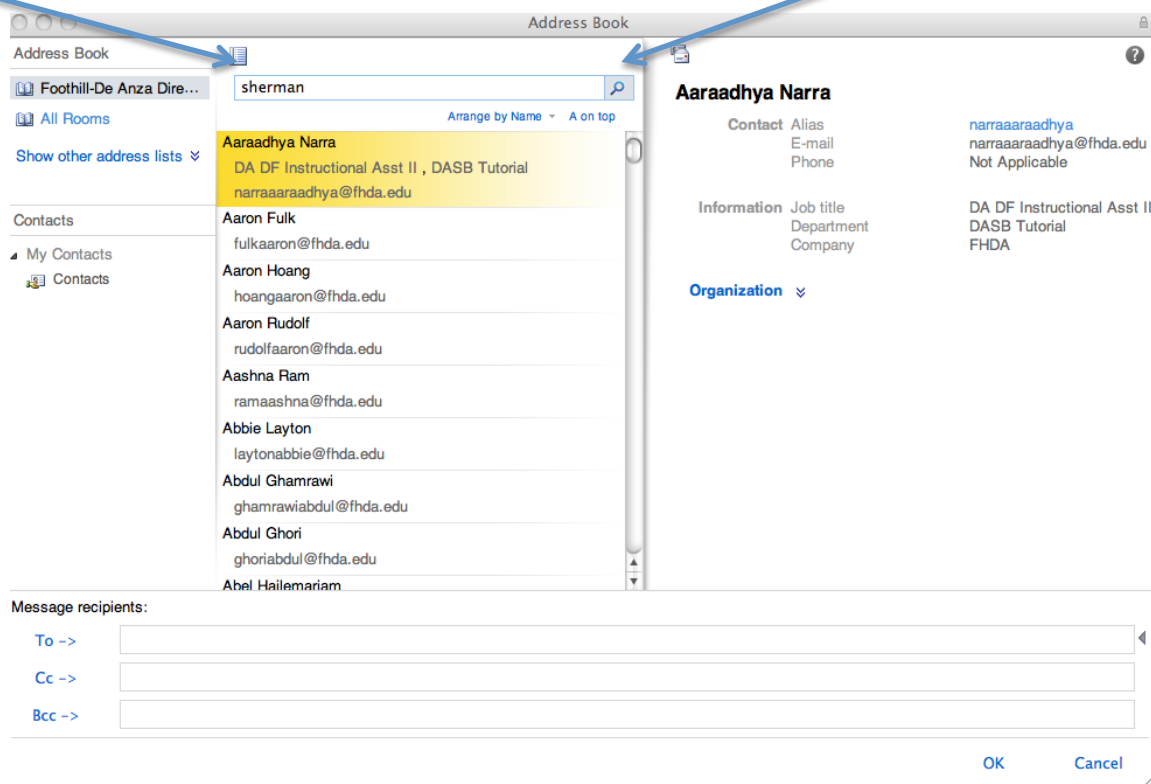
Click on the *search* button to the right of the box where you typed the name or just press the **Return** key. A match or matches to your search will appear in the list. See below:
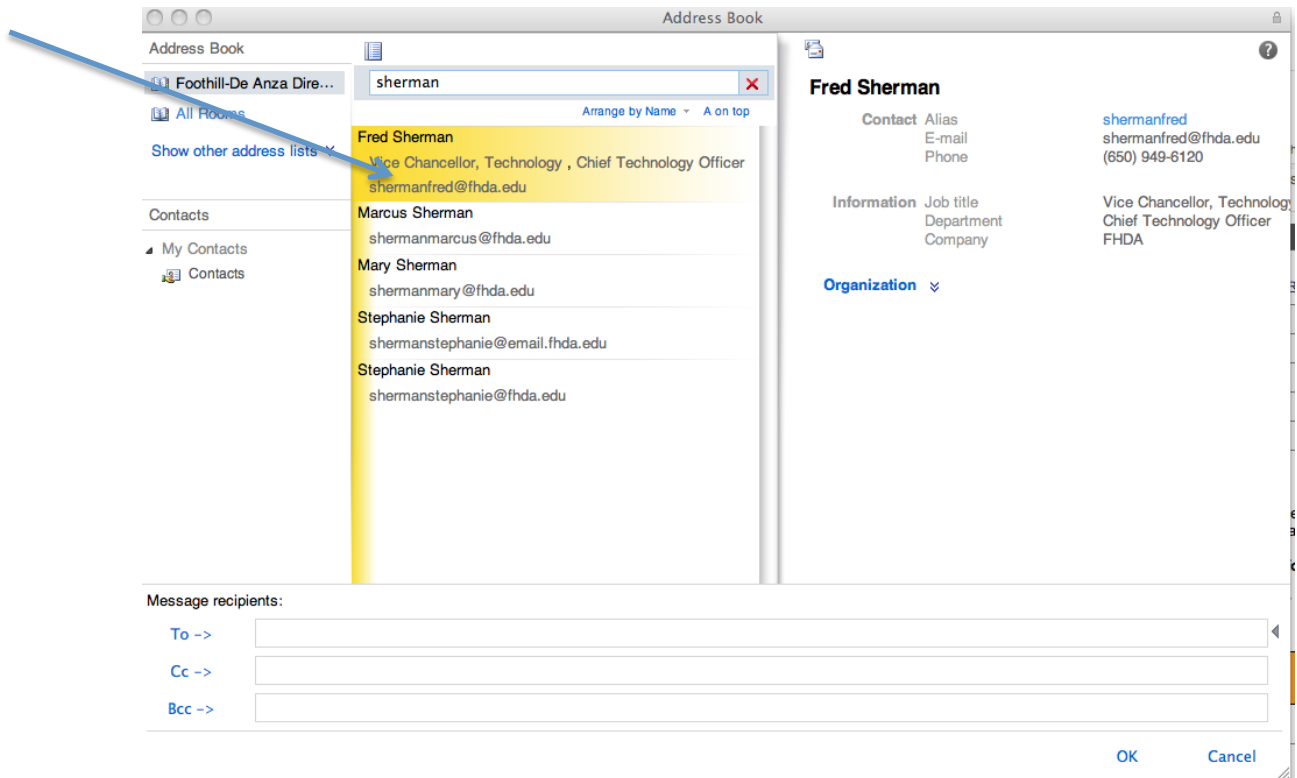
Now *Double Click* on the name you want to address the email to. Depending on whether you clicked on **TO**: or **CC**: or **BCC**:, the email address will appear in the corresponding text box at the bottom of the window. In this example TO: was clicked. See below:
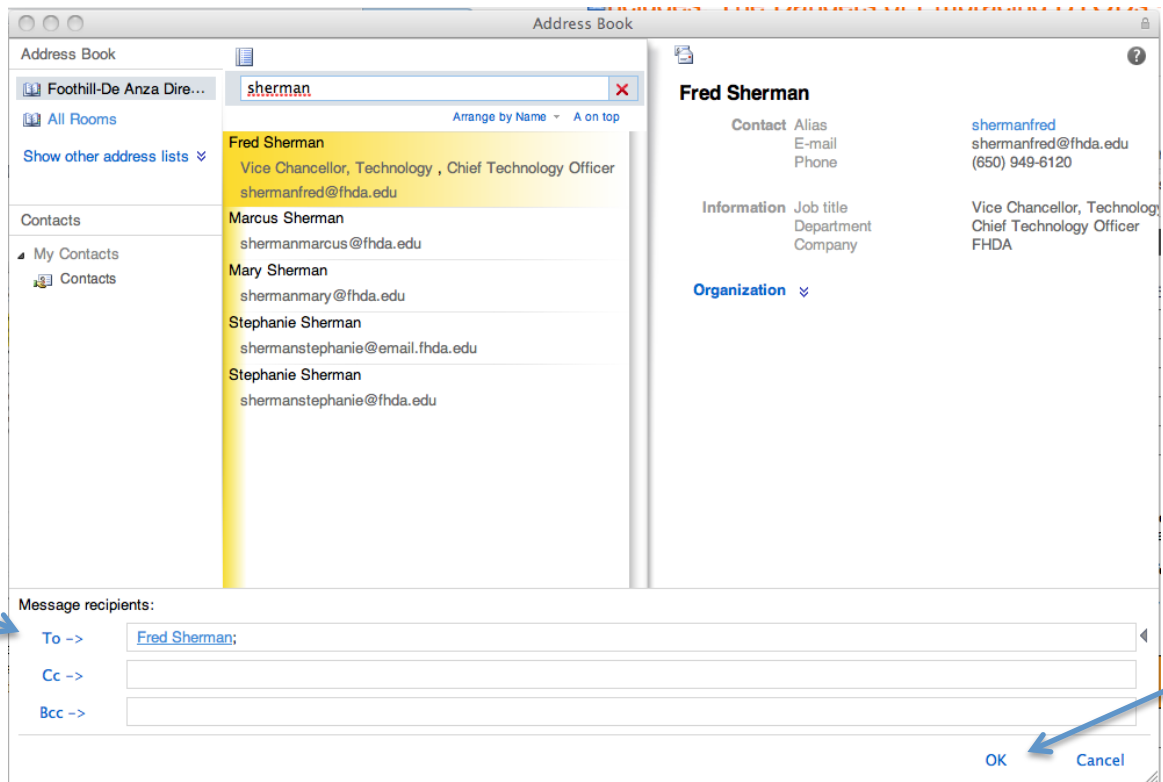
Now *click* on the **OK** button at the bottom right. You **MUST** click on the **OK** button since you are using a browser application. Otherwise, if you simply close the window, the actions you have just performed will be lost.

Note: If you want to add more addresses in a different field such as CC: or BCC: (based on above example), perform another search, click ONCE on the name in the list, then click on the CC: or BCC: at the bottom and the email address will be inserted into the corresponding text box. Then click on the OK button when you are finished.

You should now be back to the *Untitled Message* window. Complete your email and press **Send**. See below: