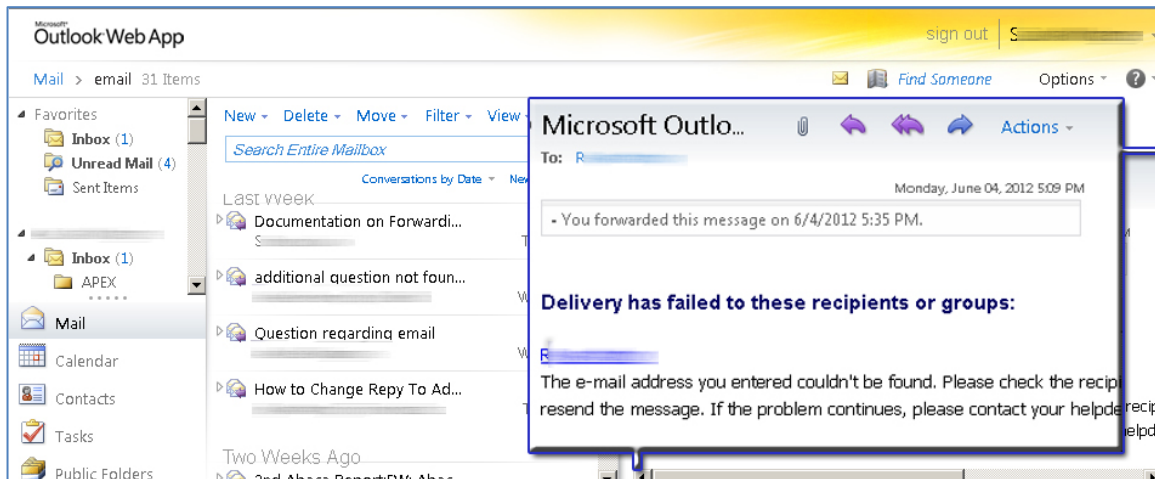


“Undelivered or Unable to be delivered” Email Problem

Symptom: User received a return email message stating an email message sent was **Undelivered or Unable to be delivered** or **Delivery has failed to these recipients or groups**.



Answer:

During the migration of all 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).

The Fix:

1. Open a New Message window and in the "To" field type in the first part of the person's name until it displays.
2. If a list of names displays, highlight the one that bounced and caused the delivery failure.
3. With the bad address highlighted, go to your keyboard and hit the "Delete" key. You have deleted the bad address from your cache.
4. Now again type in the name (any part of first or last name) and click on the "Check Names" icon at the top of the window. You will now get a list of all the e-mails that match your entry. Select the one you want by clicking it.
5. Now the correct address has been saved in your cache and it will not cause the same problem again.

