

# **How to resolve a bounce-back error following Microsoft Office 365 migration**

## Contents

Purpose .....	3
Document support boundaries .....	3
Examples used in this document.....	3
Most likely cause for bounce-back error messages when sending to a specific recipient .....	4
A scenario to explain the bounce-back error message .....	5
Methods to avoid the issue .....	6
Troubleshooting .....	7
First stage of troubleshooting .....	7
Second stage of troubleshooting .....	7
Deleting an incorrect saved email address in your Outlook local address book.....	8
Creating a new email address in the sender's Outlook local address book .....	9

## Purpose

This document is designed to help narrow down and resolve an email bounce-back error message that a sender may potentially receive when trying to send an email in Outlook after the Microsoft Office 365 (Office 365) migration.

## Document support boundaries

This document is written to support Outlook 2010 (Windows) email clients.

**Note:** for all other email client versions, please consult your manual; built in help system; place of purchase, or use online searches for configuration instructions.

## Examples used in this document

We have used the following examples in this document for email addresses:

Recipient examples	Email address
Sender	john.smith@anu.edu.au
Intended recipient	joe.bloggs@anu.edu.au
Incorrectly saved email address	joe.bloggs@anu.edu.au

## Most likely cause for bounce-back error messages when sending to a specific recipient

If you could send an email to a specific recipient prior to the Office 365 migration but now receive a bounce-back error message asking you to check the email address, the most likely cause is you have a copy of their email address in your local address book that is no longer valid.

The other possibility is that there is a simple typing error in the email address, if they entered it manually.

An example of a bounce-back error message can be seen below:

**From:** Microsoft Outlook  
**Sent:** Tuesday, 26 March 2013 9:44 AM  
**To:** John Smith  
**Subject:** Undeliverable: FW: Test Message

### **Delivery has failed to these recipients or groups:**

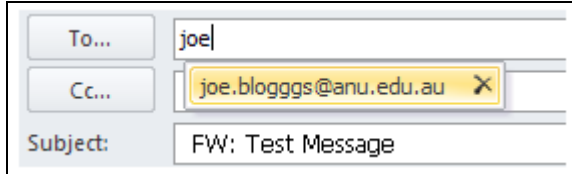
['Joe Bloggs'](#)

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

## A scenario to explain the bounce-back error message

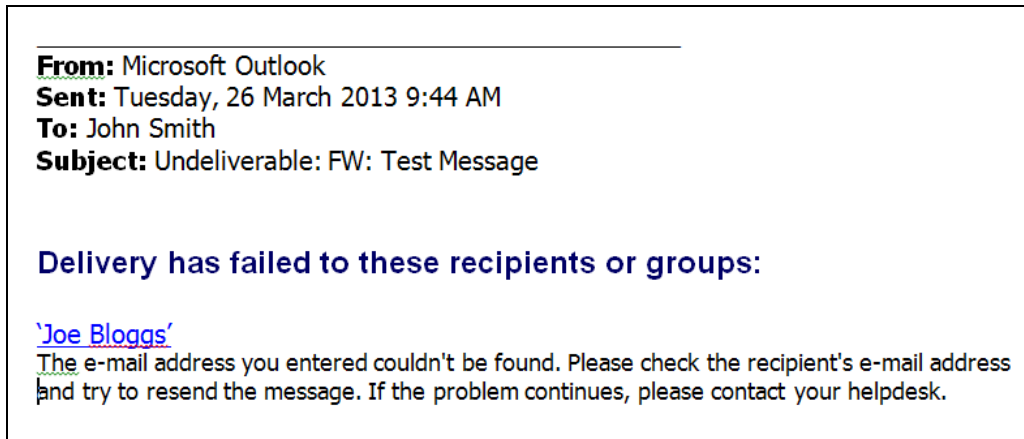
John Smith is trying to send an email to **Joe Bloggs**.

John has selected Joe's email address from the autocomplete using a saved local address book in Outlook:



The screenshot shows the Outlook 'To...' field with 'joe' entered. A dropdown menu is open, showing 'joe.blogggs@anu.edu.au' as the selected address. The 'Cc...' field is empty, and the 'Subject:' field contains 'FW: Test Message'.

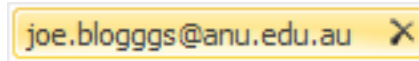
When John sends his email, he gets the following bounce-back error message from Outlook:



The screenshot shows an Outlook bounce-back error message. The header information is: **From:** Microsoft Outlook, **Sent:** Tuesday, 26 March 2013 9:44 AM, **To:** John Smith, **Subject:** Undeliverable: FW: Test Message. The main body of the message states: **Delivery has failed to these recipients or groups:** ['Joe Bloggs'](#). The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

It is clear in this example that there is an error in the autocomplete email address:

Email address according to autocomplete:



The screenshot shows the email address 'joe.blogggs@anu.edu.au' as it appears in the Outlook autocomplete dropdown menu.

Correct email address:

Joe.bloggs@anu.edu.au

**NOTE: while** the autocomplete address may appear visually correct, the data inside the local address book can become corrupt or out-dated, therefore it may not be as obvious as in this example that the autocomplete address is wrong.

## Methods to avoid the issue

There are two methods you can implement when composing an email to avoid autocomplete using a local email address saved on your individual computer. These are:

1. Select the recipient from within the global address book list.
2. Manually type in the recipient's email address.

Do not use the autocomplete address when sending an email to someone.

# Troubleshooting

## First stage of troubleshooting

If you receive a bounce-back error message, complete the following steps to narrow down the cause;

1. Login to Webmail using your ANU ID and password.
2. Compose a new email.
3. Explicitly type the email address you are getting a bounce-back error message from, and send a test email. Do not use any version of the auto fill addresses saved in webmail.
4. If the recipient receives the email successfully, there is very likely a problem with your saved local contact list within Outlook.
5. If the recipient doesn't receive the email and you get another bounce-back error message, there is a configuration issue with the recipient's mailbox on the email server.

## Second stage of troubleshooting

In the second stage of troubleshooting, you will need to:

1. Open Outlook.
2. Compose a new email.
3. Explicitly type the email address you are getting a bounce-back error message from, and send a test email. Do not use any version of the auto fill addresses saved in Outlook.
4. If the recipient receives the email successfully, then it confirms the saved local address on the sender's computer is incorrect.
5. If the recipient doesn't receive the email and you get another bounce-back error message, there is a configuration issue with the recipient's mailbox on the email server.

## Deleting an incorrect saved email address in your Outlook local address book

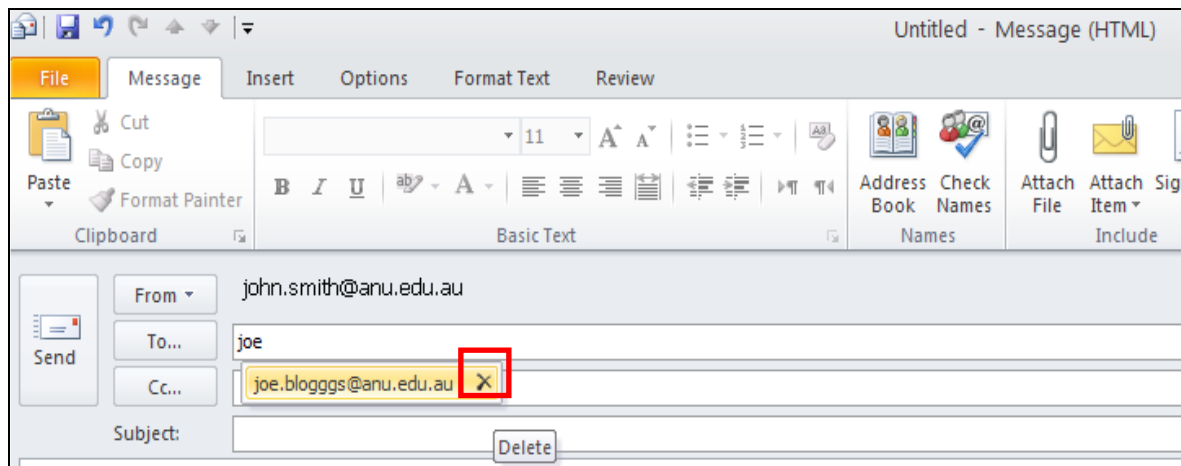
To delete an incorrect saved email address in your Outlook local address book:

1. Open **Outlook**.
2. Select **New Message**.

Begin typing the address of the recipient you are getting the bounce-back error message from.

At this point, Outlook will use your local saved address book to autocomplete the address

3. Select **X** in the autocomplete address window (as shown below)



This will delete the incorrect locally saved email address from your contact list.



## Creating a new email address in the sender's Outlook local address book

To create a new email address in your Outlook local address book:

1. Address a new email message by:
  - a. Manually typing the recipients full email address
  - or
  - b. Select **To** and choose the recipient from the global address book.
2. Select **Send**.

Outlook will now save the email address to your local address book stored on your individual computer.