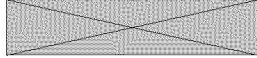


To: andy.olsen@ky.gov[andy.olsen@ky.gov]
From: Microsoft Outlook
Sent: Wed 10/11/2017 1:40:29 PM
Subject: Undeliverable: Thank You
Thank You



Your message to andy.olsen@ky.gov couldn't be delivered.

andy.olsen wasn't found at ky.gov, or the mailbox is unavailable.

hupp.millan

Office 365

andy.olsen

Action Required

Recipient

Unknown To address

How to Fix It

The email address might be misspelled or it might not exist. Try one or more of the following:

- **Retype the recipient's address, then resend the message** - If you're using Outlook, open this non-delivery report message and click Send Again from the menu or ribbon. In Outlook on the web, select this message, and then click the "To send this message again, click here." link located just above the message preview window. In the To or Cc line, delete and then retype the entire recipient's address (ignore any address suggestions). After typing the complete address, click Send to resend the message. If you're using an email program other than Outlook or Outlook on the web, follow its standard way for resending a message. Just be sure to delete and retype the recipient's entire address before resending it.
- **Remove the recipient from the recipient Auto-Complete List, then resend the message** - If you're using Outlook or Outlook on the web, follow the steps in the "Remove the recipient from the recipient Auto-Complete List" section of [this article](#). Then resend the message. Be sure to delete and retype the recipient's entire address before clicking Send.
- **Contact the recipient by some other means, (by phone, for example) to confirm you're using the right address.** Ask them if they've set up an email forwarding rule that could be forwarding your message to an incorrect address.

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 5.1.351

When Office 365 tried to send the message, the external email server returned an error stating that the recipient is unknown or the mailbox is unavailable. This error was reported by an email server outside Office 365.

If you or the sender can't fix the problem, contact the responsible party's email admin - Give them the error code and error message from this non-delivery report (NDR) to help them troubleshoot the issue. To determine who the responsible party might be, check the error for information about where the problem is happening. For example, look for a domain name like contoso.com. A domain name in the error might suggest who is responsible for the error. It could be the recipient's email server, or it could be a third-party service that your organization or the recipient's organization is using to process or filter email messages.

Although the sender might be able to fix the issue by correcting the recipient address, it's likely that only the recipient's email admin can fix the problem. Unfortunately, it's unlikely Office 365 Support will be able to help with these kinds of externally reported errors.

Original Message Details

Created Date: 10/11/2017 1:40:27 PM
Sender Address: hupp.millan@epa.gov
Recipient Address: andy.olsen@ky.gov
Subject: Thank You

Error Details

Reported error:

Non-responsive Internal URL/Ex. 6

DSN generated by:

Remote server: Requested

Message Hops

	HO TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	10/11/2017 1:40:27 PM	MWHPR09MB1501.namprd09.prod.outlook.com	MWHPR09MB1501.namprd09.prod.outlook.com	api	*
2	10/11/2017 1:40:27	MWHPR09MB1501.namprd09.prod.outlook.com	MWHPR09MB1501.namprd09.prod.outlook.com	Microsoft SMTP Server	*

PM

Non-responsive Internal URL/Ex. 6

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=Jotkd9FnAYlusI6EE3OTNeNDJ+RITW3bfcaj0AooK7E=;

b=Cdg7lDFrZWUFIDfF8MT047ByY+G7+Kzt4m9pYadx4jnhKNEdHYfx0gcEgpYMuqZpQJD0KVVki6OrEIqkjVYH87ps
Received: from MWHPR09MB1501.namprd09.prod.outlook.com (10.173.50.139) by
MWHPR09MB1503.namprd09.prod.outlook.com (10.173.50.141) with Microsoft SMTP
Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P256) id
15.20.77.7; Wed, 11 Oct 2017 13:40:27 +0000
Received: from MWHPR09MB1501.namprd09.prod.outlook.com ([10.173.50.139]) by
MWHPR09MB1501.namprd09.prod.outlook.com ([10.173.50.139]) with mapi id
15.20.0077.020; Wed, 11 Oct 2017 13:40:27 +0000
From: "Hupp, Millan" <hupp.millan@epa.gov>
To: "andy.olsen@ky.gov" <andy.olsen@ky.gov>
Subject: Thank You
Thread-Topic: Thank You
Thread-Index: AdNClWRdc9AI03SXS56gzzWX0HR9kA==
Date: Wed, 11 Oct 2017 13:40:27 +0000
Message-ID:
<MWHPR09MB15017CA5772BFED787A962B1E64A0@MWHPR09MB1501.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=hupp.millan@epa.gov;
x-originating-ip: [161.80.88.56]
x-ms-publictraffictype: Email
x-microsoft-exchange-diagnostics:
1;MWHPR09MB1503;6:XBQvKN7LqqHm5eKTK38FQN5ugcii2acHhukqvhGtWUx78/MJBHG1PbJAnSeyr99eCbdBhvJU
x-ms-exchange-antispam-srfa-diagnostics: SSOS;
x-ms-office365-filtering-correlation-id: bda87f52-3857-4d41-4ffa-08d510ada20f
x-microsoft-antispam:
UriScan;;BCL:0;PCL:0;RULEID:(22001)(2017030254152)(2017052603199)(201703131423075)(2017030
x-ms-trafficdiagnostic: MWHPR09MB1503:
x-exchange-antispam-report-test: UriScan:(21748063052155)(229425074694992);
x-microsoft-antispam-prvs:
<MWHPR09MB150378021BB633F1F6F0E68EE64A0@MWHPR09MB1503.namprd09.prod.outlook.com>
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(100000700101)(100105000095)(100000701101)(100105300095)(100000702101)(
x-forefront-prvs: 0457F11EAF
x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020)(376002)(346002)(189002)(199003)(51694002)(252514010)(8936002)(1445
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_MWHPR09MB15017CA5772BFED787A962B1E64A0MWHPR09MB1501nampr_"
MIME-Version: 1.0
X-OriginatorOrg: epa.gov
X-MS-Exchange-CrossTenant-originalarrivaltime: 11 Oct 2017 13:40:27.6311
(UTC)

X-MS-Exchange-CrossTenant-fromentityheader: Hosted
X-MS-Exchange-CrossTenant-id: 88b378b3-6748-4867-acf9-76aacbeca6a7
X-MS-Exchange-Transport-CrossTenantHeadersStamped: MWHPR09MB1503