Microsoft Office 365 | Exchange Online | Cloud

Clear Auto-Complete Cache





9/24/14 Jason K.

Clear Auto-Complete Cache

1. Instructions

When a Distribution Group (or other migrated account) email address bounces back with a message like the following:

Delivery has failed to these recipients or groups:

UCD-Ortho-AdminStaff

The email address you entered couldn't be found or is invalid. It may be due to a bad entry in your Outlook or Outlook Web App recipient AutoComplete cache. Use the steps below to clear the entry from the cache:

Click New mail.

In the To field, start typing the recipient's name or email address until the recipient appears in the drop-down list.

Use the DOWN ARROW and UP ARROW keys to select the recipient, and then press the DELETE key.

Delete and retype the recipient's address, then try sending it again.

For more tips on how to resolve this issue, see DSN code 5.1.1 in Exchange Online.

Diagnostic information for administrators:

Generating server: BY1PR0501MB1176.namprd05.prod.outlook.com

IMCEAEX-

_o=Mail_ou=Exchange+20Administrative+20Group+20+28FYDIBOHF23SPDLT+29_cn =Recipients_cn=UCD-Ortho-AdminStaff@namprd05.prod.outlook.com Remote Server returned '550 5.1.1 RESOLVER.ADR.ExRecipNotFound; not found'

Follow these steps first to try to correct it:

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <u>http://4help.oit.ucdenver.edu</u>

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So what is auto-complete? The Auto-Complete List is a feature which displays suggestions for names and email addresses as you start to type them in the **To**, **Cc**, and **Bcc** boxes. These suggestions are possible matches from a list of names and email addresses from the email messages that you have sent.

То	Jam		
Cc	James Alvord <james@contoso.com≻< th=""><th>×</th></james@contoso.com≻<>	×	
Bcc	James Hendergart (james@fabrikam.com)		
Subject:	James Seymour (James@proseware.com) James Wittrell (James@cpandl.com)		
	Jamie Campbell (jamie@treyresearch.net)		
	Jamie Stark (jamie@tailspintoys.com)		

Windows Outlook



Mac OS Outlook

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There might be entries that you want to remove, such as entries that are no longer current or accurate. To remove unwanted names, do the following:

- 1. Select the unwanted name or email address by using the UP ARROW or DOWN ARROW key.
- 2. Click X or press DELETE.
- 3. In order to email the correct entry you will need to check/verify the name first, be sure to use the "Global Address List", and not the older "Offline Global Address List". The new Global Address List will have your new (correctly-working) Distribution List.

LL Address	Book: Global Address List		×
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Search: <u>Name only</u> More columns 	A <u>d</u> dress Book		
Securitie Integration of the second seco	Global Address List - Samson.Villani@ucde ▼ Samson.Villani@ucdenver.edu Contacts Offline Global Address List Global Address List All Contacts All Contacts All Distribution Lists All Rooms All Users Offline Global Address List	Ad <u>v</u> anced F Busin	Find ess P
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If this does not work, try to remove all names from your Auto-Complete list by doing the following:

1. Click the File tab.



2. Click **Options**.

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3. Click Mail.

Dutlook Options			
General			
Mail			
Calendar	User In		
People	✓ Sh		
Tasks	🗸 En		
Search	Screer		
Language	Persona		
Advanced	<u>U</u> ser n		
Customize Ribbon	Initials		
Quick Access Toolbar	🗖 <u>A</u> h		
Add-Ins	Office		
Trust Center	Office		
	Start u		
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4. Under Send messages, click Empty Auto-Complete List.

Jutiook Options		
General	Send messages	•
Mail		
Calendar	Default Sensitivity level: Normal	
People	Mark messages as expired after this many days: 0	
Tasks	Always use the default account when composing new messages	
Search	Commas can be used to separate multiple message recipients	
Language	✓ Automatic name checking	
Advanced	 ✓ <u>D</u>elete meeting requests and notifications from Inbox after responding ✓ <u>C</u>TRL + ENTER sends a message 	
Customize Ribbon	Use Auto-Complete List to suggest names when typing in the To, Cc, and Bcc lines	
Quick Access Toolbar	Warn me when I send a message that may be missing an attachment	
Add-Ins	MailTips	
Trust Center	Manage MailTips options. For example, you may determine when and how to display the MailTips bar and which MailTips to display.	
	Tracking	
	Delivery and read receipts help provide confirmation that messages were successfully received. Not all e-mail servers and applications support sending receipts. For all messages sent, request: Delivery receipt confirming the message was delivered to the recipient's e-mail server	

Microsoft URL on process

http://office.microsoft.com/en-us/outlook-help/delete-a-name-fromthe-auto-complete-list-HA010355568.aspx

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