## Fixing Stale E-mail Addresses

Since our recent e-mail migration, you might find that even though you cleaned up your address book and distribution lists (see separate document), that you are still getting e-mail returned to you as undeliverable. This can be the result of using "stale" e-mail addresses—addresses that appear correct but actually contain remnants of our old server. In particular, this can happen when you reply to an e-mail that you received prior to 12/21/10, or when Outlook automatically finishes an e-mail address as you type it in. Follow these steps to resend the message so it gets delivered.

1. Open the message from "Microsoft Exchange" by	<ol><li>Click the "Send Again" button</li></ol>
double-clicking on it	🥙 Undeliverable: Greetings! - Report
🙆 Inbox - Microsoft Outlook	Eile Edit View Insert Iools Actions Help
: File Edit View Go Iools Actions Help	📴 <u>Send Again</u> 🙈 🛃 🎦 🗙 🔺 🔹 🔹 🐨
🗄 🔂 New 👻 📑 🖓 🗙   🙈 Reply 🎯 Reply to All 🙈 Forward   📑 Send/Receive 🔹   🏠 Find 👔	From: Microsoft Exchange
Mail Inbox	To: John Doe
Favorite Folders ! D Ø From Subject	Subject: Undeliverable: Greetings!
Inbox (5) Unread Mai Date: Yesterday	Delivery has failed to these recipients or distribution lists:
Sent Items  Microsoft Exchange Undeliverable: Greeting  Delivery has failed to these recipients or distribution lists:	Patrick Young (pyoung@humboldt.k12.ca.us)
All Mail Folders  Delivery tast alled our less recipients or utstration lists: Patrick Young (pyoung@humboldt, k12, ca, us) The recipient's ercipient's e-mail system. Microsoft Exchange will not try to a	The recipient's e-mail address was not found in the recipient's e-mail system. M
Deleted Items     Deleted Items	message for you. Please check the e-mail address and try resending this messa your system administrator.
<ol> <li>Delete the user's name, and then click the "Resend</li> </ol>	4. Select the user's name from the Global Address
To" button	List, click the "To->" button, and then click OK
	Select Names
🚰 Greetings! - Send Again	Type Name or Select from List: Show Names from the:
Eile Edit View Insert Format Tools Actions Help	p Global Address List V
: 🖃 Send   💂 🎒 🕕 🔛 🎭 🗙   🛧 - 🗇 - A <sup>*</sup>   📀 📘	Name Business Phone Office
	Patrick Young
Resend From	Production Production
	End of the Annual An
Resend To	Section 1
Resend <u>C</u> c	, Sector N
Resend Bcc	Message Recipients
	Tg-> Patrick Young
From: John Doe	
To: Patrick Young (pyoung@humboldt.k12.ca.us) Cc:	Bcc ->
Bcc:	Advanced  OK Cancel
5. Click the Send button	6. In the event that the name is not recognized after
	you click send, click the button to "Show more
🚰 Greetings! - Send Again	names" and select the name again as you did in
Eile Edit View Insert Format Tools Actions Help	step four. The message should send then.
🔚 Send   📮 🎒 🕕 🔛 🎭   🗙   🛧 - 🗇 - A <sup>‡</sup>   🕝 💂	
Resend From	
Resend To	
Resend <u>C</u> c	
Resend Bcc	
From: John Doe To: Patrick Young (pyoung@humboldt.k12.ca.us)	