

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:

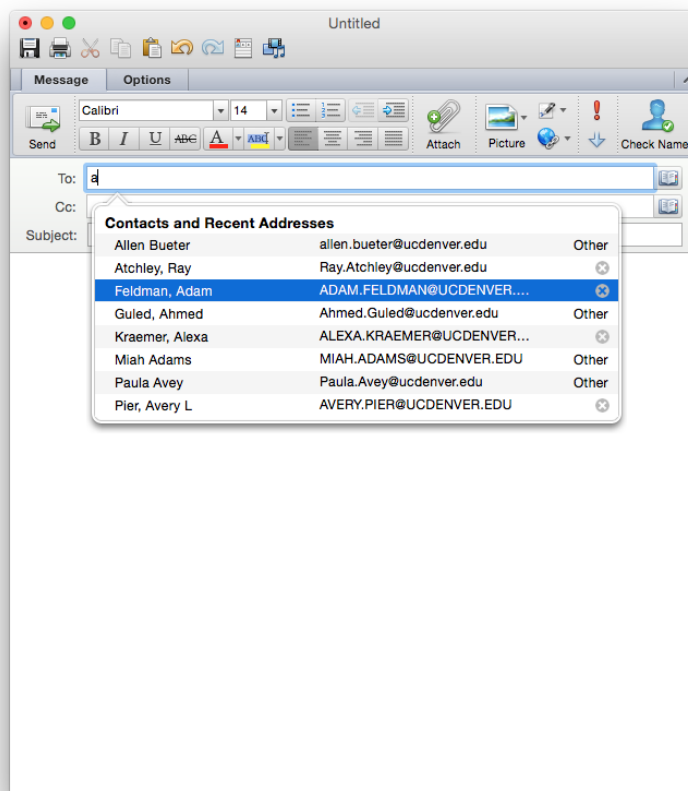
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

Clear Auto-Complete Cache

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.



Windows Outlook



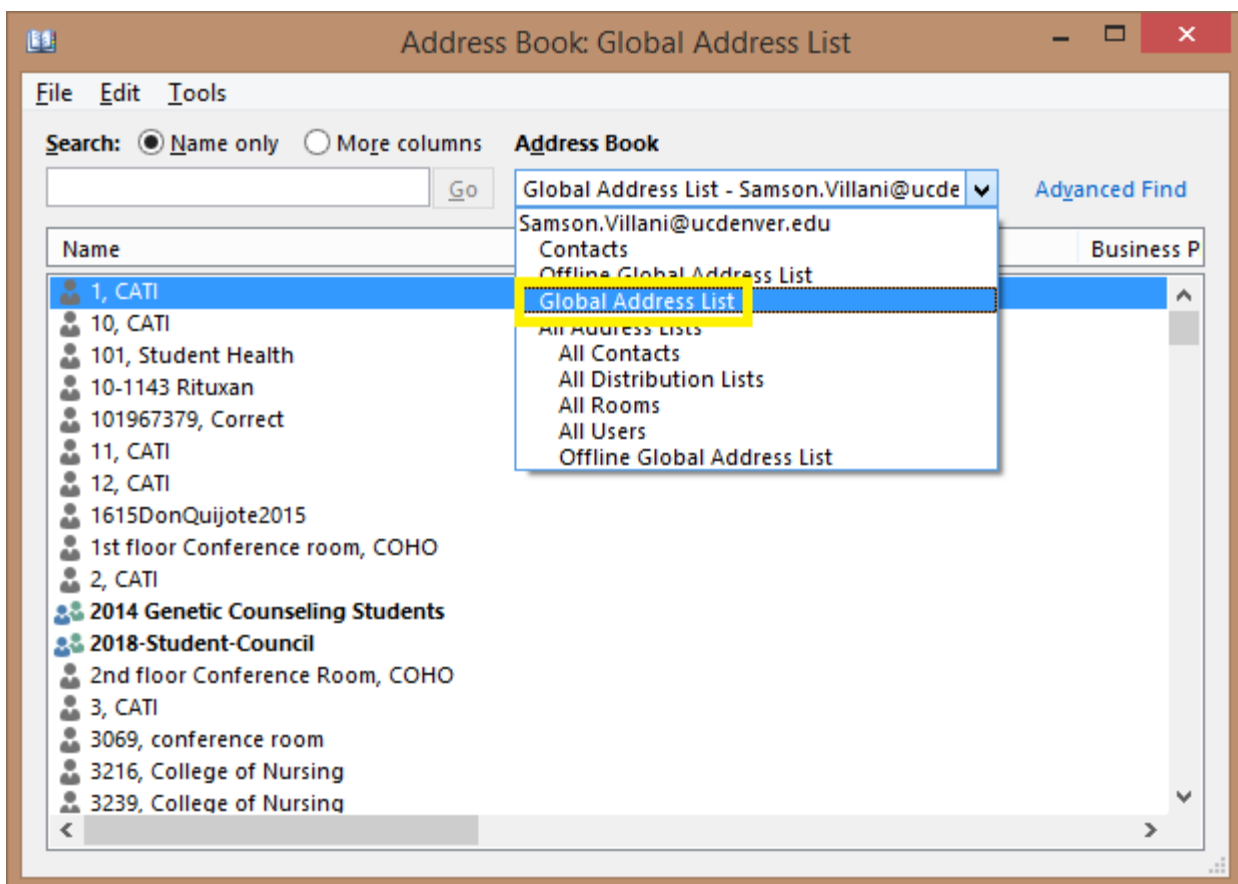
Mac OS Outlook

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: <http://4help.oit.ucdenver.edu>

Clear Auto-Complete Cache

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.

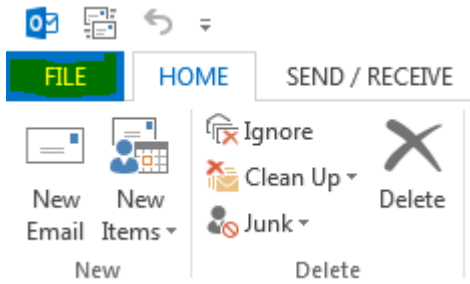


If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

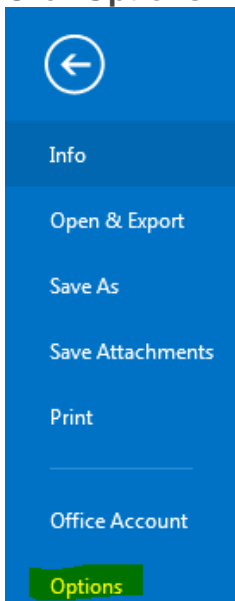
Clear Auto-Complete Cache

If this does not work, try to remove all names from your Auto-Complete list by doing the following:

1. Click the **File** tab.

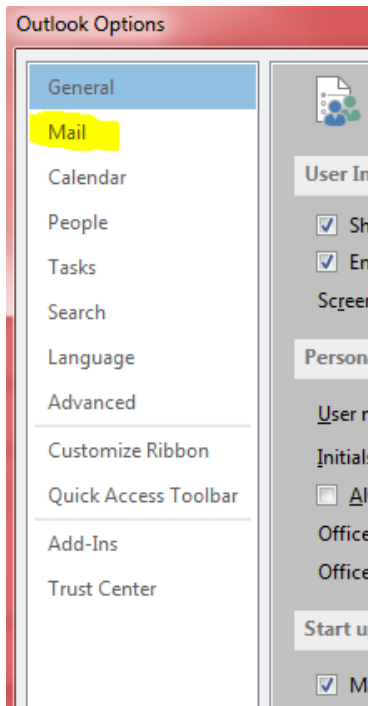


2. Click **Options**.



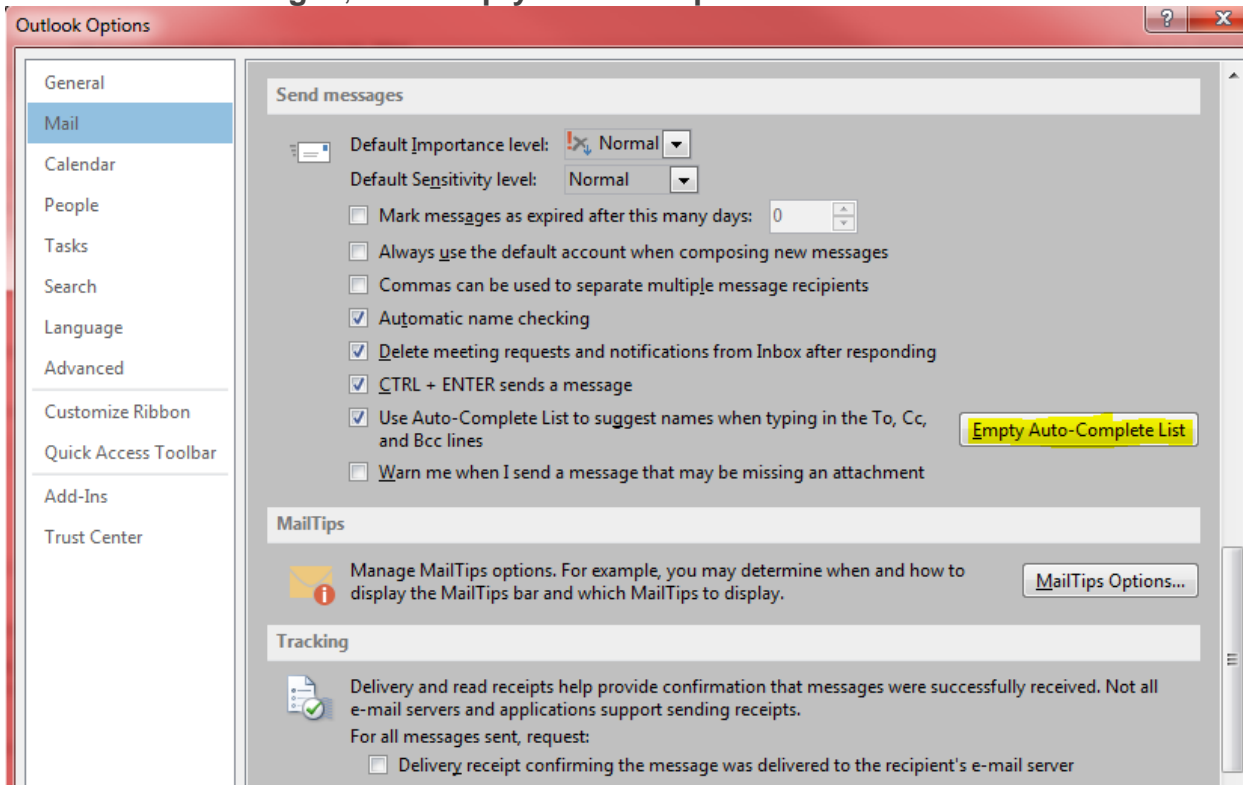
If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

Clear Auto-Complete Cache

3. Click **Mail**.

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: <http://4help.oit.ucdenver.edu>

Clear Auto-Complete Cache

4. Under **Send messages**, click **Empty Auto-Complete List**.

Microsoft URL on process

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

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: <http://4help.oit.ucdenver.edu>