

Delivery Report

From: Microsoft Outlook [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MICROSOFTEXCHANGE329E71EC88AE4615BBC36AB6CE41109E639B9179]
Sent: 2018-02-02 11:03:38 AM
To: siva.nanthan@ofina.on.ca
Subject: Undeliverable: FW: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG
Attachments: FW: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG

Your message

To: siva.nanthan@ofina.on.ca
CC: De Caire, Justin J; Olga Whiteley; Natalie Schaus; Madill, Logan
Subject: FW: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG
Sent: 2018-02-02 11:03:36 AM



Your message to siva.nanthan@ofina.on.ca couldn't be delivered.

siva.nanthan wasn't found at ofina.on.ca.

Anthony.Martinello

Office 365

siva.nanthan

Action Required

Recipient

Unknown To address

How to Fix It

The address may be misspelled or may not exist. Try one or more of the following:

- Send the message again following these steps: In Outlook, open this non-delivery report (NDR) and choose **Send Again** from the Report ribbon. In Outlook on the web, select this NDR, then select the link "**To send this message again, click here.**" Then delete and retype the entire recipient address. If prompted with an Auto-Complete List suggestion don't select it. After typing the complete address, click **Send**.
- Contact the recipient (by phone, for example) to check that the address exists and is correct.
- The recipient may have set up email forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.
- Clear the recipient Auto-Complete List in Outlook or Outlook on the web by following the steps in this article: [Fix email delivery issues for error code 5.1.1 in Office 365](#), and then send the message again. Retype the entire recipient address before selecting **Send**.

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.

More Info for Email Admins

Status code: 550 5.1.1

This error occurs because the sender sent a message to an email address outside of Office 365, but the address is incorrect or doesn't exist at the destination domain. The error is reported by the recipient domain's email server, but most often it must be fixed by the person who sent the message. If the steps in the **How to Fix It** section above don't fix the problem, and you're the email admin for the recipient, try one or more of the following:

The email address exists and is correct - Confirm that the recipient address exists, is correct, and is accepting messages.

Synchronize your directories - If you have a hybrid environment and are using directory synchronization make sure the recipient's email address is synced correctly in both Office 365 and in your on-premises directory.

Errant forwarding rule - Check for forwarding rules that aren't behaving as expected. Forwarding can be set up by an admin via mail flow rules or mailbox forwarding address settings, or by the recipient via the Inbox Rules feature.

Mail flow settings and MX records are not correct - Misconfigured mail flow or MX record settings can cause this error. Check your Office 365 mail flow settings to make sure your domain and any mail flow connectors are set up correctly. Also, work with your domain registrar to make sure the MX records for your domain are configured correctly.

For more information and additional tips to fix this issue, see [Fix email delivery issues for error code 550 5.1.1 in Office 365](#).

Original Message Details

Created Date: 2018-02-02 4:03:36 PM
Sender Address: Anthony.Martinello@ieso.ca
Recipient Address: siva.nanthan@ofina.on.ca
Subject: FW: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG

Error Details

Reported error: 550 5.1.1 User Unknown
DSN generated by: YQBPR0101MB1459.CANPRD01.PROD.OUTLOOK.COM
Remote server: emx1.ofina.on.ca

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH
1	2018-02-02 4:03:36 PM	YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM	YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM	mapi

Original Message Headers

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
d=iesoonline.cna.microsoft.com; s=selector1-ieso-ca;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version;
bh=jTXR4HRvf++wtna/g12dMQu7LPN9q6wKX2GubNbD+CE=;

b=qwq+1DJguT4Emrz4lnfVgLDxzlyCDvbQvXgkdCSmR2BSZ408/LXwxstQb+3k7JKnDctwdMA8iVVGZSokrlz+o5z
F4OrfmdtQtdbeIexCGyCob+Flidr3jPMLjHYuXPnXtbJ8cbfGHdSpFZ3FrdW0ntZL9MegoBFI/HWUAE690SCo=

Received: from YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM (52.132.70.17) by
YQBPR0101MB1459.CANPRD01.PROD.OUTLOOK.COM (52.132.69.21) with Microsoft SMTP
Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384_P256) id
15.20.464.11; Fri, 2 Feb 2018 16:03:37 +0000

Received: from YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM
([fe80::b57b:9alc:761:ebd0]) by YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM
([fe80::b57b:9alc:761:ebd0%13]) with mapi id 15.20.0464.012; Fri, 2 Feb 2018
16:03:36 +0000

From: Anthony Martinello <Anthony.Martinello@ieso.ca>
To: "siva.nanthan@ofina.on.ca" <siva.nanthan@ofina.on.ca>
CC: "De Caire, Justin J" <jdecaire@kpmg.ca>, Olga Whiteley
<Olga.Whiteley@ieso.ca>, Natalie Schaus <Natalie.Schaus@ieso.ca>, "Madill,
Logan" <lmadill@kpmg.ca>
Subject: FW: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG
Thread-Topic: IESO : OFA/OEFC December 31, 2017 - confirmations to KPMG
Thread-Index: AdN16ibUKbv46ktzTp2YiMvTLJLZYQjV7t8QAL9AC9A=
Importance: high
X-Priority: 1
Date: Fri, 2 Feb 2018 16:03:36 +0000
Message-ID:
<YQBPR0101MB1634931CDD7661FE47F0D64484F90@YQBPR0101MB1634.CANPRD01.PROD.OUTLOOK.COM>
Accept-Language: en-CA, en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-originating-ip: [142.9.1.80]
x-ms-publictraffictype: Email
x-microsoft-exchange-diagnostics:
1;YQBPR0101MB1459;7:+rflj+4nFpEMtN2QMsba8roi5iqw40vsj++pB78mOCh+qPGoGuni24dlRJqptQkiICGz
cCoMaulTFuJbUC+T23drk8qM5owFN731/xHv2AXqyCEe0kqfFLDKAapMXhgGh2PAgyw7PA4NI2KIyfcw5M9zLCPXeJ
ioulo91h/XuOQSGziZXiGFF5mWjistM6R97o/7uuSDA21J1lVZvznzbzsJR00kmc2hK4FluliQblgwfrgUKvTcliOk
2FB5J6aEz
x-ms-exchange-antispam-srfa-diagnostics: SSOS;SSOR;
x-ms-office365-filtering-correlation-id: 1f87c802-89cf-4c51-5a83-08d56a5684b7
x-microsoft-antispam:
UriScan:;BCL:0;PCL:0;RULEID:(7020095)(4652020)(4534165)(4627221)(201703031133081)(2017022

81549075) (5600026) (4604075) (3008032) (2017052603307) (7153060) (49563074) (7193020);SRVR:YQBP
R0101MB1459;
x-ms-trafficdiagnostic: YQBP0101MB1459;
x-microsoft-antispam-prvs:
<YQBP0101MB145957AD1AB35F856360E0AD84F90@YQBP0101MB1459.CANPRD01.PROD.OUTLOOK.COM>
x-exchange-antispam-report-test:
UriScan: (28532068793085) (21748063052155) (211171220733660);
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(102415395) (6040501) (2401047) (5005006) (8121501046) (3231101) (2400082) (9
44501161) (93006095) (93001095) (3002001) (10201501046) (6041288) (20161123558120) (201611235600
45) (20161123564045) (20161123562045) (201703131423095) (201702281528075) (20161123555045) (201
703061421075) (201703061406153) (6072148) (201708071742011);SRVR:YQBP0101MB1459;BCL:0;PCL:0
;RULEID:;SRVR:YQBP0101MB1459;
x-forefront-prvs: 05715BE7FD
x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020) (346002) (376002) (366004) (396003) (39380400002) (39850400004) (189003)
(199004) (501624003) (33656002) (2473003) (5250100002) (229853002) (6346003) (606006) (5890100001
) (6916009) (86362001) (106356001) (186003) (54906003) (26005) (7696005) (8656006) (99286004) (7220
6003) (478600001) (2501003) (68736007) (14454004) (66066001) (8676002) (81166006) (5660300001) (23
51001) (8936002) (6116002) (25786009) (97736004) (3846002) (790700001) (105586002) (2906002) (3160
02) (74316002) (7736002) (81156014) (99936001) (2900100001) (55016002) (59450400001) (236005) (553
524004) (53546011) (6436002) (3280700002) (6506007) (81686011) (54896002) (9686003) (3660700001) (4
4326008) (102836004) (5640700003) (53936002) (74482002) (6306002);DIR:OUT;SFP:1102;SCL:1;SRVR:
YQBP0101MB1459;H:YQBP0101MB1634.CANPRD01.PROD.OUTLOOK.COM;FPR:;SPF:None;PTR:InfoNoRecor
ds;MX:1;A:1;LANG:en;
received-spf: None (protection.outlook.com: ieso.ca does not designate
permitted sender hosts)
authentication-results: spf=none (sender IP is)
smtp.mailfrom=Anthony.Martinello@ieso.ca;
x-microsoft-antispam-message-info:
9fkNV9j62DZvKgTLgoultBkuHxoFZvAUDWgkI05fwSsbaSb8/wJJXTq267D/HTYKf145iOljDhPus8Gz8tChYQ==
spandiagnosticsoutput: 1:99
spandiagnosticsmetadata: NSPM
Content-Type: multipart/mixed;
boundary="___004___YQBP0101MB1634931CDD7661FE47F0D64484F90YQBP0101MB1634___"
MIME-Version: 1.0
X-OriginatorOrg: ieso.ca
X-MS-Exchange-CrossTenant-Network-Message-Id: 1f87c802-89cf-4c51-5a83-08d56a5684b7
X-MS-Exchange-CrossTenant-originalarrivaltime: 02 Feb 2018 16:03:36.7883
(UTC)
X-MS-Exchange-CrossTenant-fromentityheader: Hosted
X-MS-Exchange-CrossTenant-id: 7cd55abd-63f2-43c5-8f4b-d38ea458add8
X-MS-Exchange-Transport-CrossTenantHeadersStamped: YQBP0101MB1459