## Why does the email I send to a specific recipient from my Exchange mailbox fail?

Article Number: 248 | Rating: Unrated | Last Updated: Thu, Apr 23, 2015 at 11:41 AM

If you receive a bounce-back email in your Exchange mailbox where the error message is similar to this: Delivery has these recipients or groups: The email address you entered couldn't be found. Check the address and try resending to And you are able to email the recipient from your non-Exchange mailboxes, then this is more than likely due to cache details in your mailbox. To remove the cached details: Open a new email in your Outlook In the 'To' field, enter in the contact you are attempting to contact When the auto-complete box appears, click on the X symbol next to the declear that address from the cache Enter in the recipient's email address and send an email to them Further emails we sent successfully

Posted - Fri, Mar 13, 2015 at 11:43 AM.

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