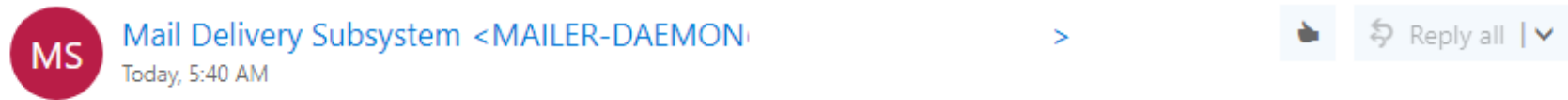


Undeliverable Notices in Outlook Web App (OWA)

With the web version of Outlook (OWA) we have seen two different ways in which “Undeliverable” notices display a copy of the original notice that could not be delivered. In some cases, it comes as an attachment, where you will see the paper clip and a down arrow in the top right above the Reply or Reply all button. If you click on the down arrow, you will be able to view and/or print the original notice that bounced.

Library courtesy notice



In other cases, the brief display indicates that there should be an attachment with the bounced message, but when you go to view the message, there is no attachment and no original notice. On these messages (when using the web version of Outlook) you should see a line in gray above the error message that says, “To send this message again, [click here.](#)”

To send this message again, [click here.](#)

Now you don’t actually want to send the message again, since it will likely bounce again, but if you do “click here” you will see the original message which you can then view, copy, and or print.

See the next two pages for full screen shots.

Inbox

Filter v

Next: Updated invitation: JLeo at MAN Tomorrow at 8:00 AM

Undeliverable: Library hold cancellation notice



No Attachment :(



Mail Delivery Subsystem <MAILER-DAEMON>

Today, 4:53 AM



To see the original notice, click on "click here"

To send this message again, [click here](#).

The original message was received at Wed, 18 Oct 2017 04:51:19 -0500 from localhost [127.0.0.1]

----- The following addresses had permanent fatal errors -----

<ebendbreak@owlsweb.org>

(reason: 550 5.4.1 [ebendbreak@ : Recipient address rejected: Access denied [CO1NAM04FT061.eop-NAM04.prod.protection.outlook.com])

----- Transcript of session follows -----

... while talking to owlsweb-org.mail.protection.outlook.com.:

>>> DATA

<<< 550 5.4.1 [ebendbreak@]: Recipient address rejected: Access denied [CO1NAM04FT061.eop-NAM04.prod.protection.outlook.com]

550 5.1.1 <ebendbreak >... User unknown

<<< 503 5.5.2 Need rcpt command [CO1NAM04FT061.eop-NAM04.prod.protection.outlook.com]

Looks like there should be an attachment



Mail Delivery Subsystem 4:53 AM

Undeliverable: Library hold cancellation notice

The original message was received at Wed, 18 Oct 2017 04:51:...

From ▾

Bcc

Screen Shot after clicking on "click here"

To

E

Cc

Library hold cancellation notice

Outagamie Waupaca Library System
225 North Oneida Street
Appleton, Wisconsin 54911
Phone: 920-832-6190

10-18-17 04:51AM

c/o OWLS
225 N ONEIDA ST

2138900

The hold on this item has been canceled. The item is only available to use in the library.

AUTHOR: Krause, Jim,
Color index : over 1100 color combi
CALL NO: 701.85 Kra
BARCODE: 3 2258 00007 7962
OWLS professional collection