From : postmaster@outlook.com@microsoft.com or behalf of postmaster@outlook.com@microsoft.com
To: [redacted]
Sent: 7/14/2021 11:58:04 PM
Subject: Undeliverable: Dixie Fire Map and ID IET Bitter with labels

Office 365

Your message to [redacted] couldn't be delivered.

[redacted] wasn't found at [redacted]

[redacted] Office 365 [redacted]

Action Required Recipient

Unknown Recipient

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 the 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 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's 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**.

Was this helpful? Send feedback to Microsoft

More Info for Email Admins

Status code 554 5.4.14

Typically, this error occurs because the recipient email address is incorrect or doesn't exist at the destination domain. This can usually be fixed by the sender. However, sometimes the issue needs to be fixed by the recipient or the recipient email admin. If the steps in the How to Fix It section aren't 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 email address is spelled correctly in both Office 365 and in your on-premises directory.

Bounce forwarding rule - Check for forwarding rules that aren't being as expected. A forwarding rule can be configured by an admin in a mail flow rules or a mailbox forwarding address setting, or by the recipient in the Inbox Rules feature.

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

Mail loop detected - This error also indicates that the sending organization's email settings are misconfigured, creating a mail loop. Once a message is sent to an address that isn't found in the directory, this usually won't disrupt mail flow for recipients that actually exist, but the recipient email admin should fix the misconfiguration to reduce the burden of any other mail flow issues. A common cause for this loop is that the recipient domain is configured as "Internal Relay" when it should be "Authoritative". Another common cause for the loop is that both the sender and recipient are part of the same organization, but the sender's mailbox is hosted by Office 365, while the recipient's mailbox is hosted on-premises, and an outbound connector from Office 365 to the on-premises email server is missing or is configured. To fix this, the recipient email admin should create a correctly configured outbound connector in Office 365 to route these messages to their on-premises mailbox.

For more information and tips to fix this problem, see Fix email delivery issues for error code 5.4.14 in Office 365.

Original Message Details

Created Date:	7/14/2021 6:58:29 PM
Sender Address:	[redacted]
Recipient Address:	[redacted]
Subject:	Dixie Fire Map and ID IET Bitter with labels

Error Details

Reported error:	554 5.4.14 Hop count exceeded - possible mail loop ATTR34 [BL0PR03CA0073.namprd03.prod.outlook.com]
DSN generated by :	SN1PR08MB7103.namprd03.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	BY	WITH	ACCEPTED
1	7/14/2021 6:58:29 PM	BN8PR11MB3703.namprd11.prod.outlook.com	BN8PR11MB3703.namprd11.prod.outlook.com	mapi	1 sec
2	7/14/2021 6:58:29 PM	BN8PR11MB3703.namprd11.prod.outlook.com	SN1PR08MB7103.namprd03.prod.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
3	7/14/2021 6:58:29 PM	NAM12 (IP: 40.93.66.50) smtpproxy.protection.outlook.com	DM6GODOOTP00.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	14 sec
4	7/14/2021 6:58:29 PM	DM6GODOOTP00.smtp (port=25 protocol=protection.outlook.com)	BN4PR09CA0021.outlook.office365.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
5	7/14/2021 6:58:31 PM	BN4PR09CA0021.namprd09.prod.outlook.com	DM6PR08MB6201.namprd09.prod.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
6	7/14/2021 6:58:31 PM	NAM12 (IP: 40.93.66.50) smtpproxy.protection.outlook.com	DM6GODOOTP00.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
7	7/14/2021 6:58:31 PM	DM6GODOOTP00.smtp (port=25 protocol=protection.outlook.com)	BL0PR03CA0003.outlook.office365.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
8	7/14/2021 6:58:31 PM	BL0PR03CA0003.namprd03.prod.outlook.com	DM6PR08MB6338.namprd03.prod.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
9	7/14/2021 6:58:31 PM	NAM12 (IP: 40.93.66.50) smtpproxy.protection.outlook.com	BL0GODOOTP00.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	8 sec
10	7/14/2021 6:58:39 PM	BL0GODOOTP00.smtp (port=25 protocol=protection.outlook.com)	BN9PR03CA0004.outlook.office365.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
11	7/14/2021 6:58:39 PM	BN9PR03CA0004.namprd03.prod.outlook.com	SN1PR08MB7103.namprd03.prod.outlook.com	Microsoft SMTP Server (version=TLS1.2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1

Original Message Headers

[redacted]