From: postmaster@outlook.com
To: [redacted]
Sent: 7/14/2021 15:58:29 PM
Subject: Undeliverable: Die Fire Map and ED ET Battery 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 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 is correct.
- The recipient may have set up e-mail 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**.

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 e-mail 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's e-mail admin. If the steps in the How to Fix It section also don't fix the problem, and you're the e-mail admin for the recipient, try one or more of the following:

The e-mail 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 e-mail address is synchronized correctly in both Office 365 and in your on-premises directory.

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

Mail flow settings and MX records are not correct - Misconfigured mail flow settings or MX records 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, confirm with your domain registrar to make sure the MX records for your domain are configured correctly.

Mail loop detected - This error also indicates that the receiving organization's e-mail settings are misconfigured, creating a mail loop. When a message is sent to an address that isn't found in their directory. This usually won't disrupt e-mail for recipients that actually exist, but the recipient's e-mail admin should fix the misconfiguration to reduce the chance of any other e-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 e-mail server is missing or misconfigured. To fix this, the recipient's e-mail admin should create a correctly configured outbound connector in Office 365 to route these e-mail to their on-premises mailbox.

For more information and tips to fix this problem, see Fix e-mail 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:	MAILER@pge.com
Recipient Address:	Catherine.Glover@pge.com
Subject:	Die Fire Map and ED ET Battery with labels

Error Details

Reported error:	*554 5.4.14 Hop count exceeded - possible mail loop ATTR34*
DSN generated by:	*DB3PR06S0001.eop-nam08.prod.protection.outlook.com*
	SJ0PR06H8103.namprd03.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	7/14/2021 6:58:30 PM	BN8PR11MB3539.namprd11.prod.outlook.com	BN8PR11MB3539.namprd11.prod.outlook.com	mapi	1 sec
2	7/14/2021 6:58:30 PM	BN8PR11MB3539.namprd11.prod.outlook.com	SJ0PR11MB5101.namprd11.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
3	7/14/2021 6:58:48 PM	NAM12-BN8-obe.outbound.protection.outlook.com	DM6GG0201F76.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	18 sec
4	7/14/2021 6:58:51 PM	DM6GG0201F76.eop-gg03.prod.protection.outlook.com	BN1NAM06G0001.outbound.protection.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	3 sec
5	7/14/2021 6:58:51 PM	BN1NAM06G0001.namprd06.prod.outlook.com	DM6PR06MB5705.namprd06.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
6	7/14/2021 6:58:58 PM	0.0.0.0 BN1-obe.outbound.protection.outlook.com	DM6GG0201FT060.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	7 sec
7	7/14/2021 6:58:59 PM	DM6GG0201FT060.eop-gg03.prod.protection.outlook.com	BL0P18001C40020.outlook.office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
8	7/14/2021 6:58:59 PM	BL0P18001C40020.namprd05.prod.outlook.com	DM6PR06MB5308.namprd06.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1
9	7/14/2021 6:58:59 PM	0.0.0.0 BN8-obe.outbound.protection.outlook.com	BL0GG0201T002.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	0 sec
10	7/14/2021 6:58:59 PM	BL0GG0201T002.eop-gg03.prod.protection.outlook.com	BN1PR06C4004.outlook.office365.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec
11	7/14/2021 6:58:59 PM	BN1PR06C4004.namprd06.prod.outlook.com	SJ0PR06MB7183.namprd06.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1

Original Message Headers

Received: from BN8PR06S0004.namprd06.prod.outlook.com (2603:10b6:408:e7::22)
by SJ0PR06MB7771.namprd06.prod.outlook.com (2603:10b6:a03:4b7::19) with
Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.20.4308.21; Wed, 14 Jul 2021 18:58:59 +0000
Received: from BL0GG0201T002.eop-gg03.prod.protection.outlook.com
(2603:10b6:408:f5d0:c200::5) by BN8PR06S0004.outlook.com (2603:10b6:408:e7::22)
with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)
id 15.20.4308.21 via Frontend Transport; Wed, 14 Jul 2021 18:58:59 +0000
Received: from BL0P18001C40020.namprd05.prod.outlook.com (2603:10b6:408:f5d0:c200::4)
by BL0GG0201T002.mail.protection.outlook.com (2603:10b6:408:f5d0:c200::5) with
Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.20.4308.21 via Frontend Transport; Wed, 14 Jul 2021 18:58:59 +0000
Received: from DM6GG0201FT060.eop-gg03.prod.protection.outlook.com
(2603:10b6:408:f5d0:c200::3) by BL0P18001C40020.namprd05.prod.outlook.com
(2603:10b6:408:f5d0:c200::4) with Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.4308.21 via Frontend
Transport; Wed, 14 Jul 2021 18:58:59 +0000
Authentication-Results-Original: spf=pass (sender IP is 104.47.56.104)
smtp.mailfrom=pge.com; dkim=none (message not signed)
header.d=none;dmarc=none action=none header.from=pge.com;
Received-SPF: Pass (protection.outlook.com: domain of pge.com designates
104.47.56.104 as permitted sender) receiver=protection.outlook.com;
client-ip=104.47.56.104; helo=NAM12-BN8-obe.outbound.protection.outlook.com;
Received: from NAM12-BN8-obe.outbound.protection.outlook.com (104.47.56.104)
by DM6GG0201FT060.mail.protection.outlook.com (10.13.5.67) with Microsoft SMTP
Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.20.4308.21 via Frontend Transport; Wed, 14 Jul 2021 18:58:58 +0000
ARC-Seal: i=2; a=rsa-sha256; s=arcselector9901; d=microsoft.com; cv=pass;
b=ZeQ5Ed5Ti0Ri0Ri0Ri