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| --- |
| Your message to [info@somfy.com](mailto:info@somfy.com) couldn't be delivered. |
| info wasn't found at somfy.com. |
| |  |  |  | | --- | --- | --- | | **legrand-p** | **Office 365** | **info** | | **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](https://go.microsoft.com/fwlink/?LinkId=389363), 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. | |
| Was this helpful? *[Send feedback to Microsoft](https://go.microsoft.com/fwlink/?LinkId=525920)*. |
|  |
| 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](https://go.microsoft.com/fwlink/?LinkId=389363). |
| Original Message Details |
| |  |  | | --- | --- | | Created Date: | 3/18/2019 5:37:24 PM | | Sender Address: | [legrand-p@orange.fr](mailto:legrand-p@orange.fr) | | Recipient Address: | [info@somfy.com](mailto:info@somfy.com) | | Subject: | RE: \*\*\* SPAM \*\*\* | |
| Error Details |
| |  |  | | --- | --- | | Reported error: | 550 5.1.1 <[info@somfy.com](mailto:info@somfy.com)>: Recipient address rejected: undeliverable address: host 172.20.4.1[172.20.4.1] said: 550 [info@somfy.com](mailto:info@somfy.com)... No such user (in reply to RCPT TO command) | | DSN generated by: | HE1PR0501MB2427.eurprd05.prod.outlook.com | | Remote server: | mailhost.somfy.com | |

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| Message Hops | | | | | |
| HOP | TIME (UTC) | FROM | TO | WITH | RELAY TIME |
| 1 | 3/18/2019 5:21:16 PM | mwinf5c62 | mwinb2v04 | LMTPA | \* |
| 2 | 3/18/2019 5:37:24 PM | wwinf1u32 | mwinf5d21 | ME | 16 min, 8 sec |
| 3 | 3/18/2019 5:37:25 PM | smtp.smtpout.orange.fr | DB5EUR01FT020.mail.protection.outlook.com | Microsoft SMTP Server (version=TLS1\_0, cipher=TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA) | 1 sec |
| 4 | 3/18/2019 5:37:25 PM | DB5EUR01FT020.eop-EUR01.prod.protection.outlook.com | AM0PR05CA0033.outlook.office365.com | Microsoft SMTP Server (version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384) | \* |
| 5 | 3/18/2019 5:37:25 PM | AM0PR05CA0033.eurprd05.prod.outlook.com | HE1PR0501MB2427.eurprd05.prod.outlook.com | Microsoft SMTP Server (version=TLS1\_2, cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384) | \* |

Original Message Headers

Received: from AM0PR05CA0033.eurprd05.prod.outlook.com (2603:10a6:208:55::46)

by HE1PR0501MB2427.eurprd05.prod.outlook.com (2603:10a6:3:6c::7) with

Microsoft SMTP Server (version=TLS1\_2,

cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384) id 15.20.1709.13; Mon, 18 Mar

2019 17:37:25 +0000

Received: from DB5EUR01FT020.eop-EUR01.prod.protection.outlook.com

(2a01:111:f400:7e02::207) by AM0PR05CA0033.outlook.office365.com

(2603:10a6:208:55::46) with Microsoft SMTP Server (version=TLS1\_2,

cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384) id 15.20.1709.13 via Frontend

Transport; Mon, 18 Mar 2019 17:37:25 +0000

Authentication-Results: spf=none (sender IP is 80.12.242.133)

smtp.mailfrom=orange.fr; somfy.com; dkim=fail (signature did not verify)

header.d=somfy.com;somfy.com; dmarc=none action=none

header.from=orange.fr;compauth=pass reason=105

Received-SPF: None (protection.outlook.com: orange.fr does not designate

permitted sender hosts)

Received: from smtp.smtpout.orange.fr (80.12.242.133) by

DB5EUR01FT020.mail.protection.outlook.com (10.152.4.247) with Microsoft SMTP

Server (version=TLS1\_0, cipher=TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA) id 15.20.1730.9

via Frontend Transport; Mon, 18 Mar 2019 17:37:25 +0000

Received: from wwinf1u32 ([10.223.74.106])

by mwinf5d21 with ME

id pVdQ1z00S2Hbyne03VdQfN; Mon, 18 Mar 2019 18:37:24 +0100

X-ME-Helo: wwinf1u32

X-ME-Auth: bGVncmFuZC1wQG9yYW5nZS5mcg==

X-ME-Date: Mon, 18 Mar 2019 18:37:24 +0100

X-ME-IP: 10.79.5.104

Received: from mwinf5c62 (mwinf5c62 [10.223.111.112])

by mwinb2v04 with LMTPA;

Mon, 18 Mar 2019 18:21:16 +0100

Date: Mon, 18 Mar 2019 18:37:24 +0100 (CET)

From: [legrand-p@orange.fr](mailto:legrand-p@orange.fr)

Reply-To: <[legrand-p@orange.fr](mailto:legrand-p@orange.fr)>

To: [info@somfy.com](mailto:info@somfy.com)

Message-ID: <[2051128525.12740.1552930644640.JavaMail.www@wwinf1u32](mailto:2051128525.12740.1552930644640.JavaMail.www@wwinf1u32)>

In-Reply-To: <[1510993352.59.1552929668825@localhost](mailto:1510993352.59.1552929668825@localhost)>

References: <[1510993352.59.1552929668825@localhost](mailto:1510993352.59.1552929668825@localhost)>

Subject: RE: \*\*\* SPAM \*\*\*

MIME-Version: 1.0

Content-Type: multipart/alternative;

boundary="----=\_Part\_12739\_1286542303.1552930644633"

X-Cache-ID:

Message-Context: email-message

List-Unsubscribe: <<mailto:unsubscribe@unsub.spmta.com?subject=unsubscribe:_Lg9QPnZD-0VHjPOc8HUyso8acCQ05C4reO_kaufwNk~|eyAicmNwdF90byI6ICJsZWdyYW5kLXBAb3JhbmdlLmZyIiwgInRlbmFudF9pZCI6ICJzcGMiLCAiY3VzdG9tZXJfaWQiOiAiMTQ5NzgyIiwgIm1lc3NhZ2VfaWQiOiAiMDAwMDg2ZDM4ZjVjYjM0YmQ2MzYiLCAic3ViYWNjb3VudF9pZCI6ICI3IiB9>>

X-bcc: [legrand-p@orange.fr](mailto:legrand-p@orange.fr)

X-Cache-Entry:

X-Wum-Nature: EMAIL-NATURE

X-Mailer: ColdFusion 2016 Application Server

X-Message-Size:

X-SAVECOPY: true

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=somfy.com;

s=scph0517; t=1552929670; [i=@somfy.com](mailto:i=@somfy.com);

bh=1tdbUCT56972o6uVIPn6tUvPxOz7dhJOsfnczXOGrMo=;

h=Date:From:To:Message-ID:Subject:Content-Type;

b=EtLG2ZAxPfZNfIeDlHb2i7U3/Ho12+q8O8BLXBeJeLXFmpMfqOQKQDk+5Ma5cq5O5

oRs3BCsEC9T0022UrGhUqbRKUPU/NudUft9pMb1jatBIuRxqwNJgtcvCSn7FBwJqJS

1oBbZQS+aC0b9HapG128m+njY8htzJe18LqNNfHc=

X-MSFBL: Py+C8Gs7AjTEflOn0shRWhIpwmAUyzMOiq8pFELwFeE=|eyJyIjoibGVncmFuZC1

wQG9yYW5nZS5mciIsImN1c3RvbWVyX2lkIjoiMTQ5NzgyIiwidGVuYW50X2lkIjo

ic3BjIiwic3ViYWNjb3VudF9pZCI6IjciLCJtZXNzYWdlX2lkIjoiMDAwMDg2ZDM

4ZjVjYjM0YmQ2MzYifQ==

X-ME-engine: default

X-Country-Code:

X-me-spamlevel: low

Authentication-Results-Original: c.mta1vsmtp.cc.prd.sparkpost

smtp.user=<hidden>; auth=pass (LOGIN)

X-me-spamcause: (190)(1000)gggruggvucftvghtrhhoucdtuddrgedutddriedugddutddtucetufdoteggodetrfdotffvucfrrhhofhhilhgvmecuoffgpdggtffipffknecuuegrihhlohhuthemucegtddtnecugfhmphhthicushhusghjvggtthculddutddmnegohfegtdelqdduvdculddutddtmdenoggfvefgqdfogfdqqddvtdduiedtledufedqteffucdlledtmdenjfgrmhfjvggruggvrhfhihgvlhguucfjvggruggvrhcuufgtohhrihhnghculddquddtmdenucfjughrpeffhffvkffugggtoffjjeesrgdtregssgdtudenucfhrhhomhepihhnfhhosehsohhmfhihrdgtohhmnecukfhppeefgedrvdduuddrvdejrdduvdekpdekledrudekhedrfeelrddvgedunecurfgrrhgrmhephhgvlhhopehmthgrleejhegsrdhsphgrrhhkphhoshhtmhgrihhlrdgtohhmpdhinhgvthepfeegrddvuddurddvjedruddvkedpmhgrihhlfhhrohhmpehmshhprhhvshdupedujeelkedtgeeflehpghdqgihvpegsohhunhgtvghsqddugeeljeekvddqjeessghouhhntggvshdrshhomhhfhidrtghomhdprhgtphhtthhopehlvghgrhgrnhguqdhpsehorhgrnhhgvgdrfhhrnecuvehluhhsthgvrhfuihiivgeptd

X-Originating-IP: 10.79.5.104

List-Id: <spc-149782-7>

X-ME-IP: 34.211.27.128

X-Sieve: CMU Sieve 2.3

X-National-Code:

X-Wum-ChannelType:

X-WUM-FROM: |~|

X-WUM-TO: |~|

X-WUM-REPLYTO: |~|

Return-Path: [legrand-p@orange.fr](mailto:legrand-p@orange.fr)

X-EOPAttributedMessage: 0

X-EOPTenantAttributedMessage: 6f2633ea-c60d-4a07-be1c-b5cd19f27133:0

X-Matching-Connectors: 131974042452448887;(c435e76d-ff13-42c4-22e3-08d56fc118df,c16865f0-8736-4d7a-4dbf-08d4bfb66908);()

X-Forefront-Antispam-Report:

CIP:80.12.242.133;IPV:NLI;CTRY:FR;EFV:NLI;SFV:NSPM;SFS:(7916004)(3000300001)(428003)(286005)(199004)(189003)(26005)(606006)(84326002)(7636002)(336012)(86816001)(6246003)(16003)(76236002)(1250700005)(76176011)(733005)(5000100001)(229853002)(55176004)(356004)(6666004)(33716001)(77096007)(71190400001)(54896002)(6306002)(9686003)(8676002)(246002)(85782001)(16586007)(6116002)(1340700001)(19630485002)(86362001)(106466001)(33964004)(476003)(105586002)(564344004)(486006)(43066004)(146002)(6916009)(85226003)(19627405001)(18926415008)(2361001)(446003)(2351001)(19810500001)(22756006)(11346002)(76806002)(426003)(1096003)(50226002)(126002)(56550200001)(55436003)(85772001);DIR:INB;SFP:;SCL:1;SRVR:HE1PR0501MB2427;H:smtp.smtpout.orange.fr;FPR:;SPF:None;LANG:fr;PTR:smtp11.smtpout.orange.fr;A:1;MX:1;

X-MS-PublicTrafficType: Email

X-MS-Office365-Filtering-Correlation-Id: 786997b1-f06c-4be9-0847-08d6abc8626a

X-Microsoft-Antispam:

BCL:4;PCL:0;RULEID:(2390118)(7020095)(4652040)(5600127)(711020)(4605104)(1401299)(1421009)(1404068)(71702078)(7193020);SRVR:HE1PR0501MB2427;

X-MS-TrafficTypeDiagnostic: HE1PR0501MB2427:

X-Microsoft-Antispam-Message-Info:



X-OriginatorOrg: somfy.onmicrosoft.com

X-MS-Exchange-CrossTenant-OriginalArrivalTime: 18 Mar 2019 17:37:25.1297

(UTC)

X-MS-Exchange-CrossTenant-Network-Message-Id: 786997b1-f06c-4be9-0847-08d6abc8626a

X-MS-Exchange-CrossTenant-Id: 6f2633ea-c60d-4a07-be1c-b5cd19f27133

X-MS-Exchange-CrossTenant-FromEntityHeader: Internet

X-MS-Exchange-Transport-CrossTenantHeadersStamped: HE1PR0501MB2427

X-OrganizationHeadersPreserved: HE1PR0501MB2427.eurprd05.prod.outlook.com

X-CrossPremisesHeadersFilteredByDsnGenerator:

HE1PR0501MB2427.eurprd05.prod.outlook.