Distribution Lists – Clearing AutoComplete

Overview: Following the migration of all BCM Distribution Groups to the BCM cloud service (Office 365), a user may encounter an error message when trying to send an email utilizing the Auto Complete function.

Clearing AutoComplete

If an error occurs while trying to send an email to a cached Distribution List or Distribution Lists from previous messages sent in Outlook, the following error will be seen:

"550 5.1.1 RESOLVER.ADR.ExRecipNotFound"

To resolve the error, a user will need to Delete the Distribution List name from the Auto-Complete list and manually re-add it. This is a one-time activity for each Distribution List used.

Steps for Removing an Entry from Outlook:

1. Start typing the name of the Distribution List in Outlook
2. Click X or press DELETE.
3. Click “TO” and find the Distribution List name and insert in the “TO” field.
4. Use the Distribution List onward as normal

Helpful Hints:

• If you've never used a DL before then there is no need to go through this process for that DL. It would not show up in your autocomplete list.
• You don't have to do this for individual user names (only DL’s)
• This process is also the same if you send email to a Public Folder with an email address. You will need to delete that from the Outlook cache
• Distribution lists typically have the naming format “DL-BCM-name-name-name”