

From: [CNREHelpDesk](#)
To: [CNREHelpDesk](#)
Subject: Recent Email Account Changes
Date: Thursday, January 20, 2011 3:23:21 PM

Hello CNRE,

Over the last month or so the Microsoft Exchange group on campus has been cleaning up abandoned or non-eligible Exchange mailboxes. The two biggest user groups that this has affected are retirees and graduate students who got an Exchange mailbox while their Banner status was employee but are no longer eligible for this type of account. Graduate students along with undergrads and retirees are only eligible for email accounts on the POP server. One of the problems this has caused is if you had emailed one these people using Outlook while they had an Exchange account then that address would have been stored in your cache. Therefore the next time you start to type in their address Outlook automatically completes/resolves it to its cached address which is no longer valid and you get a bounced message. If this is happening to you your best bet is to delete the cached email address from Outlook and then retype their address in from scratch. You can follow these few steps to clean up your Outlook cache:

1. Start a new email message.
2. In the To... field start to type in the email address in question.
3. Once you see the cached version appear in a list below the To... field move down to it using the cursor keys, do not try to click on it as that will only populate the To... field with it.
4. Once you have the email address highlighted press the Delete key which should remove that entry.
5. Note that you may have more than one cached email address for someone and you may need to repeat steps 2 through 4 until all entries for that person are gone.
6. Type in their address from scratch in the form of [TheirPID@vt.edu](#).
7. If it still bounces and you're sure you have the correct PID then something else is going on and you should contact www.4help.vt.edu. We do not have any control over the mail servers.

Thanks. Lon.

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