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**From:** Hill, Shannon <Shannon.Hill@sanjoseca.gov>  
**Sent:** Tuesday, October 13, 2020 11:03 PM  
**To:** Downtown West Project  
**Subject:** FW: Downtown West Mixed-Use Plan (Google Project) - Notice of Availability of Draft EIR

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**From:** Microsoft Outlook  
**Sent:** Wednesday, October 7, 2020 4:26 PM  
**To:** Hill, Shannon  
**Subject:** Undeliverable: Downtown West Mixed-Use Plan (Google Project) - Notice of Availability of Draft EIR



Your message to [mgibson@greenbelt.org](mailto:mgibson@greenbelt.org) couldn't be delivered.

[mgibson](mailto:mgibson@greenbelt.org) wasn't found at [greenbelt.org](http://greenbelt.org).

<b>Shannon.Hill</b> <b>Action Required</b>	<b>Office 365</b>	<b>mgibson</b> 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](#), 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](#).

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## 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](#).

### Original Message Details

Created Date: 10/7/2020 11:26:15 PM  
Sender Address: Shannon.Hill@sanjoseca.gov  
Recipient Address: mgibson@greenbelt.org  
Subject: Downtown West Mixed-Use Plan (Google Project) - Notice of Availability of Draft EIR

### Error Details

Reported error: 550-5.1.1 The email account that you tried to reach does not exist. Please try 550-5.1.1 double-checking the recipient's email address for typos or 550-5.1.1 unnecessary spaces. Learn more at 550 5.1.1 <https://support.google.com/mail/?p=NoSuchUser>  
a28si1842783qko.259 - gsmtip

DSN generated by: BY5PR09MB5730.namprd09.prod.outlook.com

Remote server: mx.google.com

## Message Hops

HOP	TIME (UTC)	FROM	TO	WITH
1	10/7/2020 11:26:15 PM	BY5PR09MB5938.namprd09.prod.outlook.com	BY5PR09MB5938.namprd09.prod.outlook.com	mapip
2	10/7/2020 11:26:15 PM	BY5PR09MB5938.namprd09.prod.outlook.com	BY5PR09MB5730.namprd09.prod.outlook.com	Microsoft SMTP Server cipher=TLS_ECDHE_RS

## Original Message Headers

ARC-Seal: i=1; a=rsa-sha256; s=arcselector9901; d=microsoft.com; cv=none;

b=BXxkqepUFqpsmkDLdufIWMcJsqvWWtCTbfuznDh69YPXxnXNK/15PAyWZnILv3LyJmi5fhjDyvkHxhH4nZ4Y9oP  
LHwqN1UWBI6JnTjBz0fqGfjh0Ddv9ql+ULbjLwA0ryPnSWBEov4lHZiymlis6iVxb5/L8VIEfHQWBEbao9IpcTveS  
iNor8rfAWl/04TXadWsJCGjldQrrIMneJX36iaL6fu33ovF3YqJOQYUQHK4PUnmRKfEMMiBL49yc+xGRCGH3gktjv  
U4zaamz086q91uRWXvM08AuEKHP/kw7Vn7XzNlltqR8HPvdUnehWQnGYNkUwDq+oU4vPqNeO9ESjg==

ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;  
s=arcselector9901;

h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-SenderADCheck;  
bh=RNIUPpAUyU3T8uY0Azk8j9Lplqrgb7Dt+/Z+NHjNDz0=;

b=gC4i/94YVeT3jLKQckfz4+AQsq/S0qG6YGJmScG6QwWYp+LVWDmJm4R18U1EdSzoCXdLYMkD8SmOfa9YAZ6yndR  
/FellsglWMChKymC9I8pTbLEQ32u+AtEn24NuAq2ozKZqilfkhYs7syAdFuuOn/JZjOJR4gctqsOPxwdAfGzBp3p/  
m4X+cAbImkiS+2mRIR+a4jlcem7ypqpriCfEjBTmd9vmJ4/WdcaK+FlHv6m31sGN+1/2iLFD8uyXK0yFO+rV0sI2A  
XsoqmQN5011HlIrX9awQLZ5XXKbH6kJPXwVcZyFff23sjLEw70hgEiv33jgB1npdu731RtH3VNPPrw==

ARC-Authentication-Results: i=1; mx.microsoft.com 1; spf=pass

smtp.mailfrom=sanjoseca.gov; dmarc=pass action=none  
header.from=sanjoseca.gov; dkim=pass header.d=sanjoseca.gov; arc=none

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;

d=sanjoseca.onmicrosoft.com; s=selector2-sanjoseca-onmicrosoft-com;  
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-SenderADCheck;  
bh=RNIUPpAUyU3T8uY0Azk8j9Lplqrgb7Dt+/Z+NHjNDz0=;

b=dG8+wTqF0rG2rn7zdaEjhm49XkdNqTqwcUlhiv5glgAfUn0+iMSnokhyXsOJTI6WsfITskMNMz1SfohVbbc2ebW  
wzU+RksZlWdqhrNJlT7HU8jxRX9xBQpKP1Ximxqb7KOiRRSVnv8tLjEgqKuIEaYIs+SFzyng94OG8oGHY40=

Received: from BY5PR09MB5938.namprd09.prod.outlook.com (2603:10b6:a03:24c::16)

by BY5PR09MB5730.namprd09.prod.outlook.com (2603:10b6:a03:249::9) with

Microsoft SMTP Server (version=TLS1\_2,

cipher=TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384) id 15.20.3455.21; Wed, 7 Oct

2020 23:26:15 +0000  
Received: from BY5PR09MB5938.namprd09.prod.outlook.com  
([fe80::5d8c:7f9:3242:8b00]) by BY5PR09MB5938.namprd09.prod.outlook.com  
([fe80::5d8c:7f9:3242:8b00%7]) with mapi id 15.20.3433.044; Wed, 7 Oct 2020  
23:26:15 +0000  
From: "Hill, Shannon" <Shannon.Hill@sanjoseca.gov>  
To: "Hill, Shannon" <Shannon.Hill@sanjoseca.gov>  
Subject: Downtown West Mixed-Use Plan (Google Project) - Notice of  
Availability of Draft EIR  
Thread-Topic: Downtown West Mixed-Use Plan (Google Project) - Notice of  
Availability of Draft EIR  
Thread-Index:  
Adac8BamTZRem1CiTKi5lcUg/LcKFQAALJDgAAASscAAAIaMsAAAE7MQAAAYtEAAABvcQAADINrg  
Importance: high  
X-Priority: 1  
Date: Wed, 7 Oct 2020 23:26:15 +0000  
Message-ID:  
<BY5PR09MB59389473CAFACE75B8E841D3930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
References:  
<BY5PR09MB59384FDAA1B02DA89671EFC1930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB59388DD1F6D2D03E208FBA0E930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB5938DCAB7FAF84DAD2B440BE930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB593802F0775D0C6328FF9291930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB5938A278B7196DE856ECA83D930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB5938E8748BD08FEFB09614C5930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
<BY5PR09MB59387B8D80A2E3D80ECB56BE930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
In-Reply-To:  
<BY5PR09MB59387B8D80A2E3D80ECB56BE930A0@BY5PR09MB5938.namprd09.prod.outlook.com>  
Accept-Language: en-US  
Content-Language: en-US  
X-MS-Has-Attach:  
X-MS-TNEF-Correlator:  
authentication-results: sanjoseca.gov; dkim=none (message not signed)  
header.d=none;sanjoseca.gov; dmarc=none action=none  
header.from=sanjoseca.gov;  
x-originating-ip: [156.39.0.199]  
x-ms-publictraffictype: Email  
x-ms-office365-filtering-ht: Tenant  
x-ms-office365-filtering-correlation-id: 144d6e0b-76ef-46cd-8fef-08d86b1862b3  
x-ms-trafficdiagnostic: BY5PR09MB5730:  
x-ms-exchange-transport-forked: True  
x-ld-processed: 0fe33be0-6142-4f96-9b8d-7817d5c26139,ExtAddr  
x-microsoft-antispam-prvs:  
<BY5PR09MB5730E808445BF3444D3D687D930A0@BY5PR09MB5730.namprd09.prod.outlook.com>  
x-ms-oob-tlc-oobclassifiers: OLM:8882;  
x-ms-exchange-senderadcheck: 1  
x-microsoft-antispam: BCL:0;

x-microsoft-antispam-message-info:

FSM72A5lSH3yqtam/zPwRxaGckGZUpQM+VSiCQCVqvdYoIkF4GkTNTJlXcFaGR0K37mSj9fjwqwh+OWTiT/i5P4KQvOaMLVT1N4BdMsnP6NMFiTTlzd2fc3xGmh9AFrb9jKm4Cf+PocbGqiWM5dopnX6dys9IaXo0EiCm+ByAwZr+oC0LKRo7NypS+dACBjfHmTW3tpIz5OfmAd+faOPi8JfNs jqK4savSwJx+YRmwKUfUAGwFUsScVWYKHEbKK207H/3xnW0XQe5Rv4gDP/wq8hD3WSTAJRlc/yWQPPZdwDhZ/bctyx634gd7jOE1bUGBwA0XQ/FMy9zgCUR/Xux+bx4HQcaie87WB47p8m6Tywwqo6W634RyeaB46z3UR+84/EGbsPk3G2SQJQShEBsQ==

x-forefront-antispam-report:

CIP:255.255.255.255;CTRY:;LANG:en;SCL:1;SRV:;IPV:NLI;SFV:NSPM;H:BY5PR09MB5938.namprd09.prod.outlook.com;PTR:;CAT:NONE;SFS:(4636009)(396003)(39860400002)(366004)(376002)(346002)(136003)(7416002)(966005)(15650500001)(6862004)(478600001)(2906002)(9686003)(71200400001)(76116006)(2940100002)(66946007)(186003)(86362001)(52536014)(166002)(26005)(8936002)(55016002)(33656002)(6200100001)(5660300002)(83080400001)(7696005)(66556008)(83380400001)(316002)(6506007)(64756008)(8676002)(66446008)(66476007);DIR:OUT;SFP:1101;

x-ms-exchange-antispam-messagedata:

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Content-Type: multipart/alternative;

boundary="\_000\_BY5PR09MB59389473CAFACE75B8E841D3930A0BY5PR09MB5938nampr\_"

MIME-Version: 1.0

X-OriginatorOrg: sanjoseca.gov

X-MS-Exchange-CrossTenant-AuthAs: Internal

X-MS-Exchange-CrossTenant-AuthSource: BY5PR09MB5938.namprd09.prod.outlook.com

X-MS-Exchange-CrossTenant-Network-Message-Id: 144d6e0b-76ef-46cd-8fef-08d86b1862b3

X-MS-Exchange-CrossTenant-originalarrivalttime: 07 Oct 2020 23:26:15.0465

(UTC)

X-MS-Exchange-CrossTenant-fromentityheader: Hosted

X-MS-Exchange-CrossTenant-id: 0fe33be0-6142-4f96-9b8d-7817d5c26139

X-MS-Exchange-CrossTenant-mailboxtype: HOSTED

X-MS-Exchange-CrossTenant-userprincipalname:

q59v9GDe2ya05ggTgx2pbdAgc5cPyvPOYIn2YX8XiUsEY5DOYAIUun0JCDwkz+RwkPjbOgCKMHC0MKnkb62zix3TLdNY09qYC21RVxquRWU=

X-MS-Exchange-Transport-CrossTenantHeadersStamped: BY5PR09MB5730