

ID: 43

P1 2025-11-21 Bernds email to Paul could not be delivered (ID:43)

Refer email from Bernd 21/11/25. Refer notes.

Active: True Status: COMPLETED Ticket No.: 175634 Flags (1on1, Exch, ITP): Exch

cohda-43.txt - P1 2025-11-21 Bernds email to Paul could not be delivered (ID:43)

21/11/25

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Email to locane Support...

Hi locane support,

Can I get you to take a look at this one on Monday.

Bernd, who is a Cohda remote worker located in Germany received the following Mimecast error when he attempted to email paul.gray@cohdawireless.com.

The Mimecast error is showing the recipient to be grey.paul@cohdawireless.mail.on.microsoft.com. Bernd assured me, he sent the email to paul.grey@cohdawireless.com

Thanks,
Russell.

Ticket No. 175634

24/11/25

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Email from Shan, advising we try purging Bernd's cache. Sent an email to Bernd with instructions on how to do this. Waiting response.

25/11/25

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Email to support@iocane advising the ticket can be closed.

7/1/26

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09:35 locane closed ticket