

ID: 47

P3 2025-11-25 Your message could not be delivered alerts (ID:47)

Postmaster NDR emails from Mimecast - 5.4.1

Active: True Status: WIP

Ticket No.: 175803

Purchase Order No.:

Flags (1on1, Exch, ITP): Exch

Email:

cohda-47.txt - P2 2025-11-25 Your message could not be delivered alerts (ID:47)

12/11/25

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Started getting NDRs for non-existent users. Refer cohda.it.com
Went through Mimecast and started removing old users.

12:00 locane Project meeting - Russell raised concerns about receiving excessive NDRs for emails sent to non-existent domains, and Matthew provided guidance on possible causes and solutions, including reviewing headers and implementing black hole settings, and plans for a follow-up session after the meeting.

20/11/25

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NDR for matt.kelly. Removed him from Mimecast & updated cohda.it.chm.

25/11/25

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NDR for shan.wang. Removed him from Mimecast & updated cohda.it.chm.

26/11/25

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Another NDR for shan.wang. Removed him from Mimecast. Maybe I didn't do it correctly yesterday. NDR for colleen.brown. Removed her from Mimecast. Mimecast reported she had been imported from AD Checked AD & her account was disabled and she was not a member of any AD groups other than "domain users"

27/11/25

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Postmaster alert for colleen.brown again. Emailed support@iocane.com for them to take a look. IMS 175803
10:27 Email from locne support advising IMS 175803 had been created.
12:48 Email from Shan saying Colleens account needs to be deleted from Entra. Replied I didn't want to do this for fear of losing access to her emails.

28/11/25

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Shan replied suggesting turning Colleen's mailbox into a shared mailbox. Need to look at doing this.

2/12/25

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12:27 Postmaster 5.4.14 hop count exceeded for colleen.brown

11/12/25

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12:27 Postmaster 5.4.14 hop count exceeded for matt.kelly

7/1/26

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locane closed the ticket.
Need to remove the users from Exchange. Make their mailbox a shared mailbox.

Ticket UPDATED: 2026-03-16 15:39 (TODO.EXE v2026.3.16.1246)