

ID: 83

P1 2026-02-13 Bernd Error code 5.4.12 (ID:83)

13/2/26 10:15 Email from Bernd re bounced email issue.

Active: True Status: COMPLETED Ticket No.: 0504370

Purchase Order No.: Flags (1on1, Exch, ITP):

Email: bernd.luebben@iocne.com

cohda-83.txt - P2 2026-02-13 Bernd Error code 5.4.12 (ID:83)

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02:08 Email from Bernd advising of bounced email issue. Error code 5.4.12 In Exchange Online and Office 365 - <https://go.microsoft.com/fwlink/?linkId=397497>

10:15 Replied to Bernd asking if had been able to email emre.gorgun@karsan.com.tr

11:25 Cohda ticket CREATED.

The Microsoft link doesnt specifically mention 5.4.12 but talks about NDR routing loops, which is something I suspected.

11:53 Logged ticket with locane - IOCANE:0504370. Received "Ticket logged - Exchange Online Error code 5.4.12 [IOCANE:0504370]" email confirming the ticket had been logged.

Status set to "WAITING"

15:03 "Ticket resolved - Exchange Online Error code 5.4.23 [IOCANE:0504370]" email from IOCANNE.support@iocne.com.au

14:48 "Ticket Update - Exchange Online Error code 5.4.23 [IOCANE:0504370]" email from IOCANNE.support@iocne.com.au advising the issue appears to be with the 7-EXC02.kiraca.net server. Forwarded this on to Bernd & advised locane they can close the ticket.

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13:33 "Confirm Ticket Closed - Exchange Online Error code 5.4.12 [IOCANE:0504370]" email received from IOCANE.support@iocane.com.au confirming if Im happy to close the ticket or not. Clicked the green tick.

Ticket UPDATED: 2026-03-16 15:19 (TODO.EXE v2026.3.16.1246)