Outlook – Unable to send email to tamuc.edu recipient

Emails are returned as undeliverable to tamuc.edu recipients that were previously deliverable.

Cause
Cause #1
Texas A&M University-Commerce has changed domains from tamu-commerce.edu to tamuc.edu. Users should update their address books accordingly and remove the cached entry.

Cause #2
The user's mailbox may have been removed as part of the termination process. Users should update their address books accordingly and remove the cached entry.

Solution
Solutions to remove one address at a time or clear the whole cache are provided below for Outlook 2003, 2007, 2010, Outlook 2003, 2007, 2010 for Windows 7 or Windows Vista and Windows XP.

Solution #1 – Remove one address at a time
Outlook 2010
1. Open a new email message
2. Type the first few characters of the nickname cache entry that you want to remove from the cache
3. When the entry appears in the list of suggested names, move your mouse pointer over the name until it becomes highlighted, but do not click the name
4. When the "**X**" icon appears next to the highlighted name, click **X** to remove the name from the list

Outlook 2003 or Outlook 2007
1. Start typing in the address that shows up incorrectly
2. Press the **Down** arrow key to select the auto completed address
3. Press the **Delete** key to delete the auto complete address

Solution #2 – Clear the whole cache

Outlook 2010

Method #1
1. Open Outlook 2010
2. On the **File** tab, click on **Options**
3. Click the **Mail** tab
4. Under **Send Messages**, click **Empty Auto-Complete List**
5. Click **Yes**

Method #2
1. Click **Start**, then click on **Run**
2. Start out Outlook by using the **/CleanAutoCompleteCache** switch
   a. Enter **Outlook.exe/CleanAutoCompleteCache**

   Note: If Outlook is not installed in the default location, you must point to the path of Outlook.exe

Outlook 2003 or Outlook 2007
Windows 7 or Windows Vista

1. Exit or Close Outlook
2. Click **Start**, then click on **Computer**
3. Click **Organize**, then click on **Folder and search options**
4. On the **View** tab, click **Show hidden files, folders and drives**
5. Click **Ok**
6. Click **Start**, click on **All Programs**, next click **Accessories**, then click **Run**
7. In the **Run** dialog box, type the following command (including the quotation marks), and then click **OK**:

   "C:\Users\UserName\AppData\Roaming\Microsoft\Outlook"

   Note: *Username* in this path is the name of the currently logged on Windows user

8. Right-click the .NK2 file that has name of the profile that you want to reset, and then click **Rename**
9. Rename the file as **profilename.bak**, and then press Enter
10. Start Outlook

Windows XP

1. Exit Outlook
2. Click **Start**, and then click **Search**
3. In the **Search Companion** panel on the left, click **All files or folders**
4. In the **All or part of the file name:** box, type *.**NK2**
5. In the **Look In** box, click to select your local hard disk
6. Click **More advanced options**, and then click to select the **Search hidden files and folders** check box
7. Click **Search**
8. Right-click the .NK2 file that has the name of the profile that you want to reset, and then click **Rename**
9. Rename the file to *profilename.*bak, then press Enter
10. Close Windows Explorer
11. Restart Outlook