

## Re: The name could not be resolved

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-04/msg02437.html>

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- *From:* "Andrew Blevins" <[ablevins@xxxxxxxx](mailto:ablevins@xxxxxxxx)>
  - *Date:* Fri, 15 Apr 2005 09:04:14 -0400
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On a domain controller, go to Start/Administrative Tools/Active Directory Users and Computers.

On the left hand side, you can right click on the domain name, and it will give you the option to connect to a specific domain controller. Check several. For each one, once you're connected, browse to the user in question, and check Exchange General to see what server they're on, and you can also check Email Addresses to see if the user has been "stamped" by the Recipient Update Service. Check for consistency amongst all your servers.

"Brendan" <[Brendan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Brendan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:A6B4153C-EC7A-48DB-89CA-42889C28A9A8@xxxxxxxxxxxxxxxxxxxx](mailto:news:A6B4153C-EC7A-48DB-89CA-42889C28A9A8@xxxxxxxxxxxxxxxxxxxx)

> Thanks for the quick response Andrew. Could you point me in the direction > of

> some documentation... or give me a quick run down on how to connect to > various DC/DGs to see if they have the user as mail enabled? Sorry... but > I

> am clueless in this arena. Also, how do I check if the outlook is in > cache

> mode... and how do I change those settings?

>

> Thanks again for your prompt reply... I really do appreciate it.

>

> Brendan

>

>

>

> "Andrew Blevins" wrote:

>

>> Its possible that the Global Catalog server that Outlook is hitting to

>> resolve the name simply doesn't have that update yet. The symptoms with >> the

>> other user that was created and didn't appear for a while also would >> support

>> this. Connect via Active Directory Users and Computers (ADUC) and connect >> to

>> various DC/GCs to see if they all have this user as mail-enabled, etc.

>> Possibly you have some serious AD replication lag. OR there is an issue

>> where you're using Outlook in cached mode, and the OAB isn't updating

>> except

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>> once a week.  
>> "Brendan" <Brendan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>> [news:D292325B-E9D1-4E5B-97A7-2A3B78C618B6@xxxxxxxxxxxxxxxxxxxx](mailto:news:D292325B-E9D1-4E5B-97A7-2A3B78C618B6@xxxxxxxxxxxxxxxxxxxx)  
>> >I am new to Exchange server... and am having some issues configuring a  
>> >usr's  
>> > Outlook. I have created a mailbox for the user... I have verified its  
>> > existence in the GUI heirarchy by expanding the list to:  
>> > Administrative  
>> > Groups > First Administrative Group > Servers > SCIDNS > First Storage  
>> > Group  
>> >> Mailbox Store > Mailboxes... where the users mailbox appears as "Scott  
>> > Stone" and currently has 4 items – meaning... we have sent test emails  
>> > to  
>> > the  
>> > user and dont receive any error messages and it appears that the  
>> > mailbox  
>> > is  
>> > collecting messages for the user.  
>> >  
>> > However, when I am on the user's client computer and try to add the  
>> > Exchange  
>> > Email Account, I receive the following error:  
>> >  
>> > "The name could not be resolved. The name could not be matched to the  
>> > name  
>> > in the address list."  
>> >  
>> > If I type in another user's alias or full name and click check name, it  
>> > recognizes it and underlines the name.  
>> >  
>> > I have tried many things to try and resolve the issue.. including  
>> > deleting  
>> > and re-adding the mailbox... removing the email addresses from the  
>> > Email  
>> > Address tab in active directory.. etc.  
>> >  
>> > If I navigate to Recipients > All Global Address Lists > Default... and  
>> > view  
>> > the properties of the Default list and then click Preview... the user  
>> > is  
>> > in  
>> > the preview list. (When I click on Default, the right window pane does  
>> > not  
>> > populate... but I am assuming this is normal)...  
>> >  
>> > Any assistance you can offer would be greatly appreciated. I have to  
>> > have  
>> > this address working by Monday... I have found some related posts and  
>> > have  
>> > tried a few of the things that were suggested... but to no avail.  
>> >

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>> > Interestingly enough, I was told that this happened with the last new  
>> > user  
>> > who was added... but that the email address just started working after  
>> > a  
>> > week  
>> > or so – dont know if that symptom means anything?  
>> >  
>> > Please help!  
>> >  
>> > Thanks in advance,  
>> > Brendan  
>> >  
>> >  
>>  
>>  
>>

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• **References:**

- ◆ **The name could not be resolved**  
    ◇ From: Brendan
  - ◆ **Re: The name could not be resolved**  
    ◇ From: Andrew Blevins
  - ◆ **Re: The name could not be resolved**  
    ◇ From: Brendan
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