

Re: Cannot find a user's email address in Exchange 5.5 SP4

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2005-08/msg03928.html>

- *From:* "Gregg Hill" <bogus@xxxxxxxxxxxx>
 - *Date:* Sat, 27 Aug 2005 10:37:43 -0700
-

Andy,

I did not post my last message fast enough. I found where to do it.

Gregg Hill

"Andy David - Exchange MVP" <adavid@xx> wrote in message <news:9j81h111ta3vmbm2bkgkhk5pcel78269s@xxxxxxxxxxxx>

> On Sat, 27 Aug 2005 10:23:12 -0700, "Gregg Hill" <bogus@xxxxxxxxxxxx>

> wrote:

>

>>Andy,

>>

>>Do you mean that I can create a single Custom Recipient who has multiple
>>SMTP addresses? I assumed I could only enter one address when creating the
>>custom recipient.

>

> Absolutely. Give it a shot. :)

> Just remember, the target address should be the external account if
> you are using the CR to route mail out. It will be the one with SMTP
> address in caps in the email address dialog box.

>

>

>

>>

>>I did set up myself as the test and it worked with the alternate
>>recipient,

>>but I cannot even create her Custom Recipient because of the address
>>issue.

>>I will check on Monday to see if your suggestions work to find her
>>address.

>>

>>Thank you for the incredibly fast response. These newsgroups are AWESOME!

>

> Good Luck!

>

Re: Cannot find a user's email address in Exchange 5.5 SP4

>
>>
>>Gregg Hill
>>
>>
>>"Andy David – Exchange MVP" <adavid@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
>>in
>>message <news:td61h110vf1os37de718um81vmoelhhbho@xxxxxxxxxx>
>>> On Sat, 27 Aug 2005 09:22:41 -0700, "Gregg Hill" <bogus@xxxxxxxxxxx>
>>> wrote:
>>>
>>>>Hello!
>>>>
>>>>I have a client who asked to have a forwarding email created using their
>>>>Exchange 5.5 SP4 server. I am not familiar with Exchange 5.5, but many
>>>>Google posts suggested using a Custom Recipient to forward inbound
>>>>domain
>>>>mail to her pacbell.net account. I tried that but could not get it to
>>>>work
>>>>until I first added a domain account for the user. Amazing that I could
>>>>not
>>>>find ONE post that said to do that first, but that was not from a lack
>>>>of
>>>>trying.
>>>
>>> You do not need to setup a domain account to accomplish this. Create a
>>> custom recipient with both the internal and external SMTP address and
>>> set the target account (thats the one listed one the first screen of
>>> the CR) as the external address. Then any mail received by your
>>> exchange server will then be routed back out to the external address.
>>> If the user also has a mailbox on your system, then do what you did
>>> already and simply forward the email as an alternate recipient.
>>>>
>>>>Anyway, I first set up a domain account for myself and a Custom
>>>>Recipient
>>>>with my Yahoo address in it to verify if forwarding works. It did (after
>>>>allowing automatic replies to the Internet). Then, I set up a domain
>>>>account
>>>>for "Jane Doe" as jane@xxxxxxxxxxxxxx, then ****tried to**** set up a Custom
>>>>Recipient with her pacbell email address, but I got an error saying that
>>>>the
>>>>user already exists in this organization.
>>>>
>>>>I checked all 30 users' email accounts and I cannot find her address in
>>>>any
>>>>of them. That name and address is not listed in the Global Address List.
>>>>
>>>>Does anyone know a way to export ALL email addresses in use on the
>>>>Exchange
>>>>server that would show me where the address is hiding?
>>>>

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>>> The easiest way might be to simply create a new email, enter the SMTP
>>> address and see what it resolves to. Or send an email to that SMTP
>>> address with a delivery receipt. The display name will be in that
>>> receipt. If all fail, export the addresses out via the admin gui
>>> adding ensuring also that you export the secondary addresses and
>>> search the results.

>>> <http://support.microsoft.com/default.aspx?scid=kb;EN-US;153028>

>>>

>>>

>>>>

>>>>Thank you for your help!

>>>>

>>>>Gregg Hill

>>>>

>>>>

>>

• **References:**

- ◆ **[Cannot find a user's email address in Exchange 5.5 SP4](#)**

◇ From: Gregg Hill

- ◆ **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**

◇ From: Andy David – Exchange MVP

- ◆ **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**

◇ From: Gregg Hill

- ◆ **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**

◇ From: Andy David – Exchange MVP

- Prev by Date: **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**
- Next by Date: **[Re: Recovery Storage Group](#)**
- Previous by thread: **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**
- Next by thread: **[Re: Cannot find a user's email address in Exchange 5.5 SP4](#)**
- Index(es):

- ◆ **[Date](#)**

- ◆ **[Thread](#)**