

## Re: Display question in Outlook/Exchange

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg04482.html>

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- *From:* "Torrey Lauer" <[torrey@xxxxxxxxxxxxxxxxxxxx](mailto:torrey@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 28 Jun 2006 12:05:56 -0500
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No, as I said in the past, if the e-mail was sent to the "info" e-mail address for Rainbow Sky Travel, when I open an e-mail in my inbox in Outlook, the "TO" field showed the "info" e-mail address from Rainbow Sky Travel as the e-mail to which it was sent.

It now only shows the the "info" e-mail address for Modern Travel. However, the "info" e-mail address from Modern Travel is NOT the default e-mail address. The default e-mail address for me is my first name followed by our domain.

How is this possible?

—

Torrey Lauer  
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""Jenny wu [MSFT]"" <[v-yanniw@xxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxx)> wrote in message [news:FomnrhomGHA.4928@xxxxxxxxxxxxxxxxxxxx](mailto:news:FomnrhomGHA.4928@xxxxxxxxxxxxxxxxxxxx)

Hi Torrey,

Thanks for using the SBS newsgroup.

From your description, I understand the issue is that the display email does not show as expected. If I am off base, please don't hesitate to let me know.

I would like to explain the behavior of multiple SMTP addresses first. If a user only has one mailbox in Exchange with multiple SMTP addresses (such as @abc.com and @abc.de), all the mails addressed to these SMTP addresses will be sent to the mailbox. The name will be the same because Exchange server

## Re: Display question in Outlook/Exchange

will resolve all e-mail addresses associated to the mailbox to the display name of the user. This behavior is by design. So we cannot tell from the name which alias the incoming emails are sent to which one Exchange mailbox, in other word, we can not tell one message is sent to user@xxxxxxx

or user@xxxxxxx When the user sends e-mails, Exchange will automatically use the primary e-mail address as the reply address regardless of the email

address the sender sends to. This behavior is also by design in Exchange server. So we are unable to choose the secondary SMTP address to send messages from.

Before we go any further to trouble shoot the issue in your side, please help me collect the following information:

1. How you find the email address displayed in the message is info .alt modertravel d.01t net not the info .alt rainbowskytravel d.01t com? Could you capture a screen shot of the symptom and send to my working mailbox:v-yanniw@xxxxxxxxxxxxxxxx

2. How many recipient policies you configured in ESM? What is the primary email address of these recipient policies? You can check as follows:

a. Open Exchange System Manager, expand Recipients, click Recipient Policies.

b. Double-click Default Policy in the right pane, On the E-Mail Addresses (Policy) tab, what is the primary e-mail domain?

c. Click other recipient policy to check what the primary email address under the E-Mail Addresses (Policy) tab is. And what exchange recipients you applied the recipient policy? You can check this under General tab of the recipient policy.

If you exchange server hold multiple SMTP domains and want to configure users send/receive emails using different email addresses, we can create separate recipient policy for users. The steps as follows:

1. Start Exchange System Manager.

2. Browse to Organization\Recipients\Recipient Policies.

3. Right-click Recipient Policies to choose New -> Recipient policy item and check the options "E-mail Addresses" and "Mailbox Manager Settings" and click OK to open the recipient policy Properties page.

4. Input the policy name, then click the E-Mail Addresses tab, and then click New.

5. Click SMTP Address, and then click OK.

## Re: Display question in Outlook/Exchange

6. Verify that the This Exchange Organization is responsible for all mail delivery to this address check box has been selected.
7. In the Address box, type the other SMTP domain name, and then click OK.
8. Click the E-Mail Addresses tab, and then click the new SMTP item to enable it. and click it to set it as primary e-mail address by clicking Set as Primary button.

This address is now the sender's reply SMTP address.

9. Click General tab, and click Modify button to open Find Exchange recipients page. Here please ensure the policy just apply to the branch office users group or OU.

\*Note: If you have not setup such group or OU, you can create it or choose the user one by one in branch office to apply the recipient policy.

10. Then click OK to apply the change.
11. Restart the Microsoft Exchange information store service.
12. Open Exchange System Manager, navigate to Organization\Recipients\Recipient Update services.
13. Right-click on both policies on the right and choose Update Now

For more detail information, you can take look at the following articles:

How to receive messages for two SMTP domains using Exchange Server 2003 or Exchange 2000 Server

<http://support.microsoft.com/?id=289833>

Configuring Exchange to receive mail for multiple domains

<http://support.microsoft.com/?id=268838>

How to Modify an SMTP E-Mail Address by Using Recipient Policies

<http://support.microsoft.com/?id=822447>

HOW TO: Configure Recipient Policies in Exchange

<http://support.microsoft.com/?id=249299>

How the Recipient Update Service applies recipient policies

<http://support.microsoft.com/?id=328738>

How to Modify Recipient Settings in Exchange System Manager

<http://support.microsoft.com/?id=263845>

Hope above information helps. I am happy to be of assistance to you and

Re: Display question in Outlook/Exchange

look forward to your reply.

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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Reply-To: "Torrey Lauer" <torrey@xxxxxxxxxxxxxxxx>  
From: "Torrey Lauer" <torrey@xxxxxxxxxxxxxxxx>  
Subject: Display question in Outlook/Exchange  
Date: Tue, 27 Jun 2006 13:56:23 -0500  
Lines: 20  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2180  
X-RFC2646: Format=Flowed; Original  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180  
Message-ID: <uJYllthmGHA.4064@xxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs

Re: Display question in Outlook/Exchange

NNTP-Posting-Host: cpe-24-160-243-61.wi.res.rr.com 24.160.243.61

Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl

microsoft.public.windows.server.sbs:277764

X-Tomcat-NG: microsoft.public.windows.server.sbs

I have noticed recently that when e-mail sent to us at info .a1t rainbowskytravel d.01t com, the display in the e-mail shows it was sent to info .a1t moderntravel d.01t net. Our server is setup primarily as modern travel, but when I initially set up the secondary e-mail for Rainbow Sky Travel, they showed up as the info e-mail address for Rainbow Sky Travel.

I

was wondering if there is a setting somewhere to get it to show up as info .a1t rainbowskytravel d.01t com again. How could this have changed in the first place?

Thanks for the help!

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Torrey Lauer

Rainbow Sky Travel – Leisure/Corporate Travel

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