Finding a Message in Office 365

You have opened a ticket with Network Box USA in Boxoffice. You're looking for an email you never received.

Our system indicates that the email was delivered; we likely gave you the logs in the Boxoffice ticket, which will look something like this:

2020-08-03 09:23:36 2020-08-03 09:23:36 MAILSERVER bounced: #EF915700D1E: bounced (host yourdomain.com - org.mail.protection.outlook.com[104.47.37.36] said: 550 5.7.51 TenantInboundAttribution; There is a partner connector configured that matched the message's recipient domain. The connector had …

The message from Outlook may be different. The important information for what follows is the code #EF915700D1E
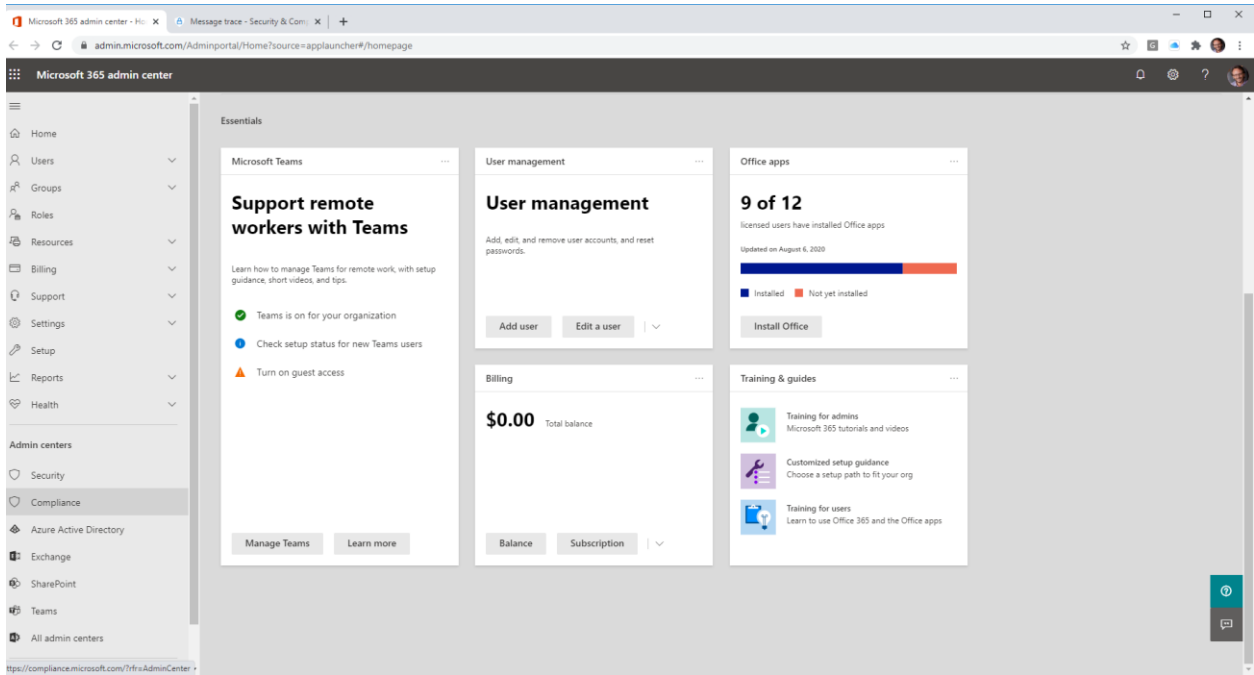
To find out what happened to this message:

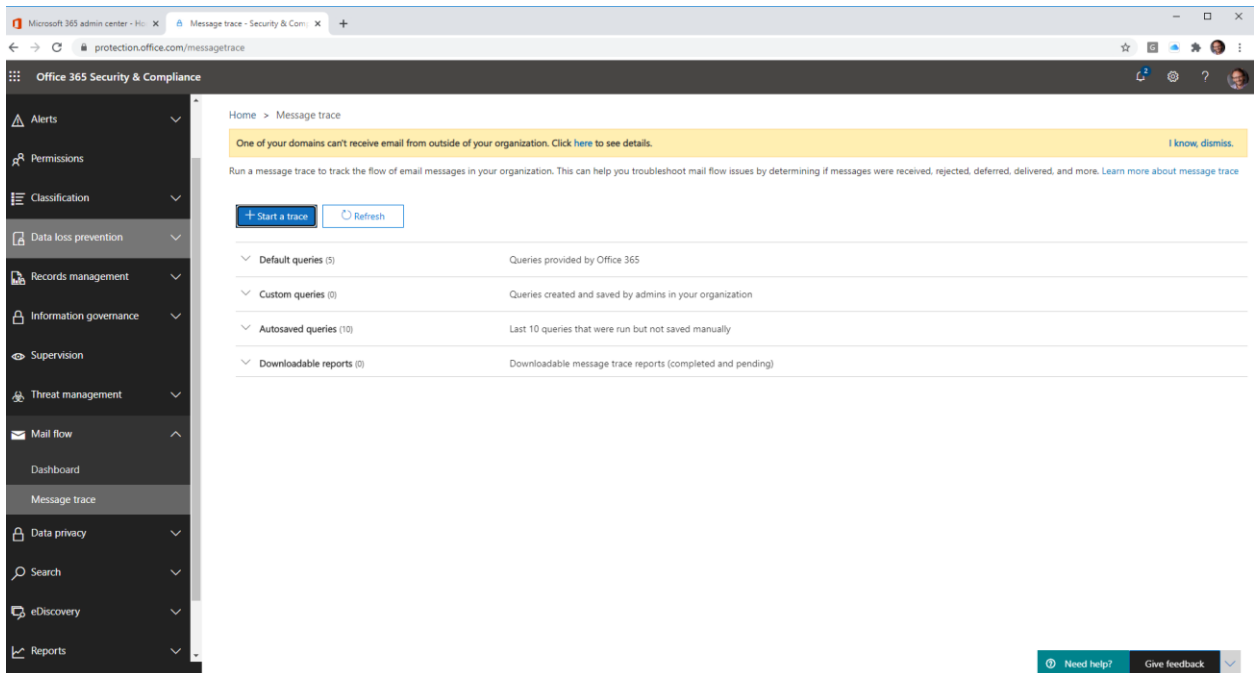Logon to Office 365

Go to the ADMIN tab
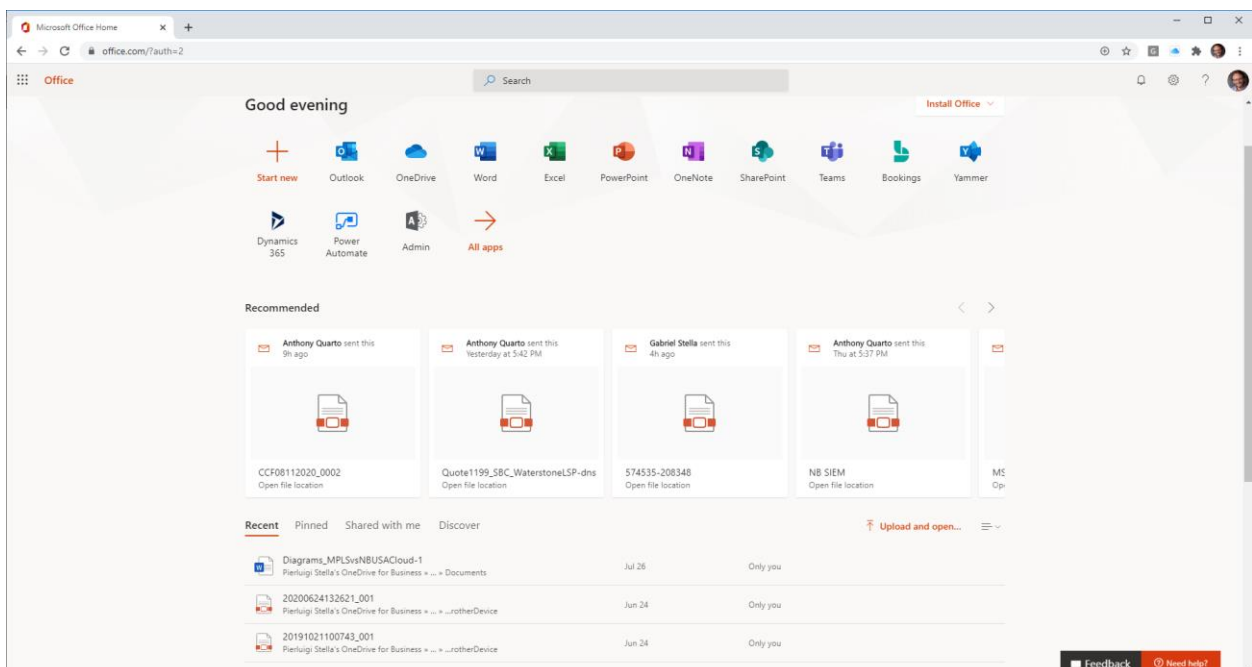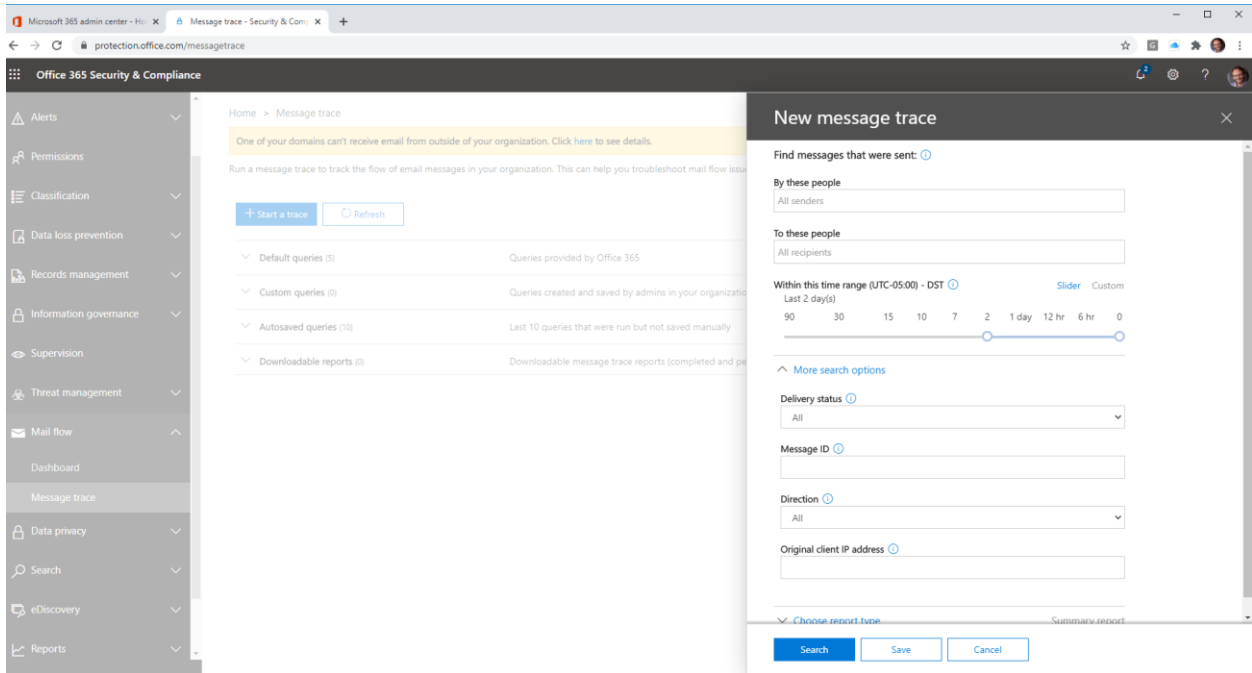
That will open this page

You may need to expand the menu on the left to see all the options.

Click on Security. It opens a new page.

Click on Mail Flow and from here click on Message trace. Then click on Start a trace.

Insert the sender and recipient, choose the time range.

If you like, you can also specify more options, i.e. direction inbound.

One option that may help is the Message ID, which corresponds to the Network Box delivery ID mentioned at the beginning of this document. That should help narrow things down if the other criteria show too much.

This should help you find the messages and figure out where they are going.