From: **Gilinson, Randi D** rgilinson@uabmc.edu 📎
Subject: Computer Tip of the Week -- Weird "undeliverable" messages
Date: June 17, 2021 at 9:25 AM
To: DOPM All Users DOPMAllUsers@uabmc.edu

RG

I got "undeliverable" messages for an email I never sent: why and what to do	Brought to you by **Byron Chancellor** - Manager of HelpDesk/IT for DOPM (in MT-403)

This Tip of the Week was suggested by one of your co-workers (a non-IT person who works here at DOPM).

Do **YOU** have an idea for a future Tip of the Week, that others might benefit from?

(If so, please let us know at dopmHelp@uabmc.edu or 934-7662.)

SITUATION/QUESTION:

Today I found a bunch of "undeliverable" messages for a message I never sent.
Is there anything I should do beside deleting them?

From: Mail Delivery Subsystem <MAILER-DAEMON@ppointprapp4.hs.uab.edu>
Sent: Monday, June 14, 2021 7:49 AM
To: ▇▇▇▇▇▇
Subject: Undeliverable ▇▇▇▇▇▇▇

Delivery has failed to these recipients or groups:

▇▇▇▇ @ ▇▇▇▇▇▇s.com
The recipient's email address isn't correct. Please check the email address and try to resend the message. If the problem continues, contact your email admin.

The following organization rejected your message: ▇▇▇▇▇▇s.com.

SOLUTION/ANSWER:

Feel free to ignore the messages and delete them.
Tip: If you press & hold the "shift" key and then click 'delete' it will permanently delete the message.

Background on why this happened if interested:

What you are experiencing is a result of emails you likely deleted but were never marked as "read" some time ago. Others are experiencing this too.

Everyone's HSIS email now archives older emails. It is likely that you deleted an email from the sender a long time ago without reading it and it has been sitting in your Deleted Items folder ever since. When the archive process occurred, the deleted-without-being-read original email kicked off a deleted-without-being-read response to that long ago sender because the sender requested a read-receipt. Since it was probably bogus to start with or at least unsolicited-bulk-email (UBE) akin to the sales ads that come in US postal service mail, don't worry about the delayed delivery of the not-read email message. Additionally, this wouldn't really be SPAM. The simplest thing to do is delete them and don't spend too many brain cells in deliberation. You should also know that you might get a deleted-without-being-read response for emails you sent with a read-receipt to DOPM people since their email accounts are being archived similar to yours. The process is to start over every month and processes alphabetically. For example, one day I got a bunch of not-read messages from someone whose last name starts with J and then a

few days later I got very similar receipts from someone whose last name starts with W.