

From: postmaster@cityofmelrosegov.onmicrosoft.com <postmaster@cityofmelrosegov.onmicrosoft.com>
Sent: Aug 12, 2025 14:57:49.000000000 UTC
Subject: Undeliverable: Introducing the Next Level of Performance Management in Cities 
To: bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms.hks.harvard.edu <bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms.hks.harvard.edu>



Your message to cwilcock@cityofmelrose.org couldn't be delivered.

cwilcock@cityofmelrose.org only accepts messages from people in its organization or on its allowed senders list, and your email address isn't on the list.

bounce-94_HTML-40958.

..

Office 365

cwilcock

Sender

Action Required

Sender not allowed

How to Fix It

It appears you aren't in the same organization as the recipient or your email address isn't on their allowed senders list. Contact the person you're sending your message to (by phone, for example) and tell them to ask their email admin to change the settings on their mailbox so it will accept messages from you.

Was this helpful? [Send feedback to Microsoft.](#)

More Info for Email Admins

Status code: 550 5.7.134

This error occurs when the recipient (an Office 365 mailbox) is configured to accept messages only from authenticated senders (senders in the same organization or those added to the recipient's allowed senders list).

To fix the issue, the recipient's email admin must add the sender's email address to the mailbox's allowed senders list, or they must turn off the mailbox's message delivery restrictions setting that requires that all senders to it are authenticated.

This issue can only be fixed by the recipient's email admin.

For more information and steps to fix this issue, see [Fix email delivery issues for error code 5.7.134 in Office 365](#).

Original Message Details

Created Date: 8/12/2025 2:57:44 PM
Sender Address: bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms.hks.harvard.edu
Recipient Address: cwilcock@cityofmelrose.org
Subject: Introducing the Next Level of Performance Management in Cities

Error Details

Error: 550 5.7.134
RESOLVER.RST.SenderNotAuthenticatedForMailbox;
authentication required; Delivery restriction check failed because the sender was not authenticated when sending to this mailbox

Message rejected by: SA1PR09MB9730.namprd09.prod.outlook.com

Notification Details

Sent by: SA1PR09MB9730.namprd09.prod.outlook.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TI
1	8/12/2025 2:57:44 PM		mta.safe.nsc.org		*
2	8/12/2025 2:57:45 PM	mta.safe.nsc.org	mx-inbound20-43.us-east-2b.ess.aws.cudaops.com		1 sec
3	8/12/2025 2:57:47 PM	outbound-ip122b.ess.barracuda.com	BL02EPF0001B417.mail.protection.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	2 sec

4	8/12/2025 2:57:47 PM	BL02EPF0001B417.namprd09.prod.outlook.com	CYXPR09CA0011.outlook.office365.com	Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384)	*
5	8/12/2025 2:57:48 PM	CYXPR09CA0011.namprd09.prod.outlook.com	SA1PR09MB9730.namprd09.prod.outlook.com	Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384)	1 sec

Original Message Headers

Received: from CYXPR09CA0011.namprd09.prod.outlook.com (2603:10b6:930:d4::12) by SA1PR09MB9730.namprd09.prod.outlook.com (2603:10b6:806:287::10) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9031.14; Tue, 12 Aug 2025 14:57:48 +0000

Received: from BL02EPF0001B417.namprd09.prod.outlook.com (2603:10b6:930:d4:cafe::8) by CYXPR09CA0011.outlook.office365.com (2603:10b6:930:d4::12) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9031.14 via Frontend Transport; Tue, 12 Aug 2025 14:57:47 +0000

Authentication-Results: spf=fail (sender IP is 209.222.82.143) smtp.mailfrom=bounce.comms.hks.harvard.edu; dkim=pass (signature was verified) header.d=comms.hks.harvard.edu;dkim=pass (signature was verified) header.d=s11.y.mc.salesforce.com;dmARC=pass action=none header.from=comms.hks.harvard.edu;

Received-SPF: Fail (protection.outlook.com: domain of bounce.comms.hks.harvard.edu does not designate 209.222.82.143 as permitted sender) receiver=protection.outlook.com; client-ip=209.222.82.143; helo=outbound-ipl122b.ess.barracuda.com;

Received: from outbound-ipl122b.ess.barracuda.com (209.222.82.143) by BL02EPF0001B417.mail.protection.outlook.com (10.167.242.197) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9031.11 via Frontend Transport; Tue, 12 Aug 2025 14:57:47 +0000

Received: from mta.safe.nsc.org (mta.safe.nsc.org [13.111.170.65]) by mx-inbound20-43.us-east-2b.ess.aws.cudaops.com (version=TLSv1.2 cip DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; s=1ldkim1; d=comms.hks.harvard.edu; h=From:To:Subject:Date:List-Unsubscribe:List-Unsubscribe-Post:MIME-Version:Reply-To:Message-ID:Content-Type; i=data-smart@comms.hks.harvard.edu; bh=a1I11lHE1N4x09aJXHIs7Nse5o1TFyBIj3qlj/1dVPw=; b=Zj9hb6wbbEPvndi0CFusKd0D12VRLIpkgrLckvPiya5F8CjPzxDyJcB5cht80mDLAbYilKnad+b3Bi/Lshj+yQ/pmWxNHuPZsiV8AKJ7neZxXacpd3eAjFsedGnhzsr8w7KDNys1YJx6276CME3y1PaDunZE1QMC8129T18teQ/q9Gowf02rQupouU6E2WgHEyqVKiPwS9D2BYeaojas0P3ucvjBus1MsBmR/KokZdNmboMq8y3jgXuCAxWd16GG7D/LJQZ5wAGnghj0002/am+oPKtKa71IROFhzbjQmSsGmy5mu6jiNkr0hju8WYY0jfoV8YdHm/geRUu2D7Jpg==

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; s=fblldkim1; d=s11.y.mc.salesforce.com; h=From:To:Subject:Date:List-Unsubscribe:MIME-Version:Reply-To:Message-ID:Content-Type; bh=a1I11lHE1N4x09aJXHIs7Nse5o1TFyBIj3qlj/1dVPw=; b=bix3Q+6DgTnNfF3EkQKIVeI/dkZKA0+LA3AjeWniYB3yvBue3r0sctzl08eVn2jQTRDMsHE0KAikdg1L4/KSCCvS5VHRzX9z3m7rIT7+72az9mYthrFVNqUgNoRk6efb/wizmwIf9TMwz7ieD4oVnvc5feqvJfth0ehzMzgLk4DWLssQ0Cb/ALXqnLcwU8Y04LhMB/u/hw0L8e0j3bp3aMq/2NSDKaGYKmDKC3T8JKN8bYr50gWttD1V1z7s1MeWzomb3Y7TRRTv9ikSPYXklbga8ot92ypMYJoxhi35h2jn/ZwfG84FLeaJ2Yu2wpoBLTzmM0hggJL5/QZYk/qA==

Received: by mta.safe.nsc.org id hjdb6k2fmd44 for <cwilcock@cityofmelrose.org>; Tue, 12 Aug 2025 14:57:44 +0000 (envelope-from <bounce-94 From: "Data-Smart City Solutions" <data-smart@comms.hks.harvard.edu> To: <cwilcock@cityofmelrose.org> Subject: =?UTF-8?B?SW50cm9kdWNpbmcgdGhIE5leH0qTGv2ZWwgb2YgUGVY2m9ybwFu?=?UTF-8?B?Y2UgTWFuYWdlbnVudCBpbjBdaXRpZXNMcG8j+TiA==?> Date: Tue, 12 Aug 2025 08:57:44 -0600 List-Unsubscribe: <https://click.comms.hks.harvard.edu/subscription_center.aspx?jwt=eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJtYWQiOiI1MTQw List-Unsubscribe-Post: List-Unsubscribe=One-Click MIME-Version: 1.0 Reply-To: "Data-Smart City Solutions" <reply-fec712747463027d-94_HTML-40958886-514008490-2002@comms.hks.harvard.edu> X-SFMC-Stack: 11 x-job: 514008490_641760 Message-ID: <12ebc7ca-384b-413b-bf67-0dec7dea1fd5@atlsl1mta348.xt.local> Content-Type: multipart/alternative; boundary="K1dtGpRg8AIX=?" X-BESS-ID: 1755010665-105163-7630-3947-1 X-BESS-VER: 2019.1_20250807.1754 X-BESS-Apparent-Source-IP: 13.111.170.65 X-BESS-Parts: H4sIAAAAAACAZWMMQrDMAxF76I5g9WvyHauUjrYkkKW0qEeCiV3r4d0+TwevH//UnwGbTmLvR60yZFZdIxJSMn0Pe1rx2y2tkXg3qqYeE0rn8+2M8rx7CWq6D1qxAIw0h4bt2Va6Mm+xWklul8/EDb+cz+YIAAAA= X-BESS-Spam-Status: SCORE=2.55 using account:ESS19841 scores of QUARANTINE_LEVEL=3.0 KILL_LEVEL=4.0 tests=HTML_FONT_LOW_CONTRAST, HTML_ME Received-SPF: pass (mx-inbound20-43.us-east-2b.ess.aws.cudaops.com: domain of bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms. X-BESS-Spam-Score: 2.55 X-BESS-DMARC: no-action HeaderFrom:comms.hks.harvard.edu Record:"v=DMARC1; p=reject; adkim=r; aspf=r; pct=100;" SPF:Pass(r) DKIM:comms.hk Authentication-Results-Original: mx-inbound20-43.us-east-2b.ess.aws.cudaops.com; spf=pass (sender IP is 13.111.170.65) smtp.mailfrom=bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms.hks.harvard.edu; dkim=pass header.d=comms.hks.harvard.edu; dmarc=pass header.from=data-smart@comms.hks.harvard.edu X-BESS-Spam-Report: Code version 3.2, rules version 3.2.2.266725 [from cloudscan18-240.us-east-2b.ess.aws.cudaops.com] Rule breakdown below

pts	rule name	description
0.54	HTML_FONT_LOW_CONTRAST	BODY: HTML font color similar to background
0.00	HTML_MESSAGE	BODY: HTML included in message
0.01	BSF_SC7_SG0146_1	META: Custom rule SG0146_1
2.00	BSF_SC7_SG0031_1	META: Custom rule SG0031_1

X-BESS-BRTS-Status: 1 X-BESS-Info: H4sIAAAAAACA6tWSlMuBijMzMTPUUUrJU7JSS4sqcxPy03NKcovTtXLL0pXqgUAN+fd9icAAAA= Return-Path: bounce-94_HTML-40958886-641760-514008490-2002@bounce.comms.hks.harvard.edu

X-EOPAttributedMessage: 0
X-EOPTenantAttributedMessage: e1070ce9-1cda-42ac-929a-d496f6f85b69:0
X-MS-PublicTrafficType: Email
X-MS-TrafficTypeDiagnostic: BL02EPF0001B417:EE_|SA1PR09MB9730:EE_
X-MS-Office365-Filtering-Correlation-Id: a0905c7c-1f6c-4bae-a8e7-08ddd9b099e1