

# Re: Active Sync Device Mail Fails Intermittently to One Address

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*Source:*

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2007-10/msg01078.html>

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- *From:* "Ed Crowley [MVP]" <[curspice@xxxxxxxxxxxxxxxx](mailto:curspice@xxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 10 Oct 2007 12:29:20 -0700
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If you have a Cisco PIX firewall make sure the Mailguard feature is disabled.

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Ed Crowley  
MVP – Exchange

"Protecting the world from PSTs and brick backups!"

"NW" <[interest@xxxxxxxx](mailto:interest@xxxxxxxx)> wrote in message  
[news:%235zrQtzCIHA.2268@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%235zrQtzCIHA.2268@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Anyone else want to take a stab at this? I haven't seen a further reply from Andy David.

"NW" <[interest@xxxxxxxx](mailto:interest@xxxxxxxx)> wrote in message  
[news:uAO7\\$5RBIHA.1356@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uAO7$5RBIHA.1356@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"Andy David {MVP}" <[adavid@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:adavid@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>  
wrote in  
message [news:f823g3t9h3qcfjogq4ddkoqgvofukn66a@xxxxxxxx](mailto:news:f823g3t9h3qcfjogq4ddkoqgvofukn66a@xxxxxxxx)

On Mon, 1 Oct 2007 16:10:46 -0400, "NW"  
<[interest@xxxxxxxx](mailto:interest@xxxxxxxx)> wrote:

Exchange 2003, SP2, W2003 SP1 Standard,  
Motorola Q

A users mobile device email is not being  
recieved by his wife at her MSN  
account, about every 4th time she will  
recieve one. His address is in  
her  
safe list. She recieves his mail fine from his

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workstation but there is  
a  
problem with his mobile device where mail  
isn't being sent to her  
intermittently.

Message tracking shows the message  
submitted to the store, advanced  
queueing, submission to categorizer, queued  
for routing, queued for  
Remote  
delivery, starting outbound transfer, then  
gives an error, "Message  
transferred to  
\*\*\*\*\* ...."

It actually says that?  
\*\*\*\*\* ...."

Using a Cisco Pix Firewall?

Andy, thanks for your reply, and yes, does display just a string of  
asterisks—its quite a bit longer than displayed here, probably 256 of  
them if I had to guess.

And yes, we are using a Cisco firewall, it is the 5505 ASA.

The problem doesn't seem to be occurring now, though if there's something  
caused by the firewall then I have archived syslogs I can check.  
Anything in particular I should look for?