

Bug List: (268 of 330) [« First](#) [« Prev](#) [Next » Last](#) [» Last search results](#)

Bug 1358121

Edit Bug

I recently began having problems with Firefox sync associated with email address "danbergeron@netscape.net"..

Stop Following

[Get help with this page](#)

RESOLVED FIXED

▼ Status

Product: ▶ Cloud Services

Reported: 3 days ago

Component: ▶ Server: Firefox Accounts

Modified: 8 hours ago

Status: RESOLVED FIXED

▶ People (Reporter: D BERGERON, Unassigned)

▶ Tracking

▶ Firefox Tracking Flags (Not tracked)

▶ Details

▶ Security (Confidential Mozilla Employee Bug)

[Attach File](#)

Add Comment ↓

View ▼



**D BERGERON** (Reporter)

Reply

-

Description • 3 days ago

User Agent: Mozilla/5.0 (Windows NT 6.1; rv:53.0) Gecko/20100101 Firefox/53.0  
Build ID: 20170413192749

Steps to reproduce:

I recently began having problems with Firefox sync. First received email hard blocked and could only login at "https://accounts.firefox.com". After deleting all devices still had problem with login within Firefox. So I deleted my account but can not reestablish an account because "Your email was just returned. Mistyped email?" problems.

Actual results:

No attempts within FireFox or on FireFox Sync Server have been successful. Something in the Server now goes haywire for email address "danbergeron@netscape.net". I can not resolve the problem.

Expected results:

After I deleted the account I should have the capability of establishing an account with a new email address even if it was the original email address previously utilized. However something appears to be embedded in the FireFox Sync Server for email "danbergeron@netscape.net" which no longer allows normal functions or activity.



**Ryan Kelly [rfkelly]**

Reply

-

Comment 1 • 3 days ago

Thanks for the report! The "Your email was just returned. Mistyped email?" error indicates that we tried to send an email to this address, but received a hard bounce notification and have marked the address as undeliverable. I'm going to send you an email out-of-band to confirm that the address is functioning correctly, after which we should be able to clear the "undeliverable" state on the server and get you back up and running.

ni? myself to follow up here with confirmation

Group: mozilla-employee-confidential

Flags: needinfo?(rfkelly@mozilla.com)



**D BERGERON** (Reporter)

Reply

-

Comment 2 • 3 days ago

(In reply to Ryan Kelly [:rfkelly] from comment #1)

```
> Thanks for the report! The "Your email was just returned. Mistyped email?"
> error indicates that we tried to send an email to this address, but received
> a hard bounce notification and have marked the address as undeliverable.
> I'm going to send you an email out-of-band to confirm that the address is
> functioning correctly, after which we should be able to clear the
> "undeliverable" state on the server and get you back up and running.
>
> ni? myself to follow up here with confirmation
```

This is the confirmation reply. What is my next step to take?  
D. Bergeron



**Ryan Kelly** [:rfkelly] ▾

Comment 3 • 3 days ago

Reply

-

```
> What is my next step to take?
```

Next steps are on our side, we need to clear the "undeliverable" flag on your account. :jrgm, can you please help us out here and:

```
`DELETE FROM emailBounces WHERE email = 'danbergeron@netscape.net'`
```

We'll comment in the bug once that's done and you can try again.

Flags: needinfo?(rfkelly@mozilla.com) → needinfo?(jrgm@mozilla.com)



**D BERGERON** ▾ (Reporter)

Comment 4 • 2 days ago

Reply

-

(In reply to Ryan Kelly [:rfkelly] from comment #3)

```
> > What is my next step to take?
>
> Next steps are on our side, we need to clear the "undeliverable" flag on
> your account. :jrgm, can you please help us out here and:
>
> `DELETE FROM emailBounces WHERE email = 'danbergeron@netscape.net'`
>
> We'll comment in the bug once that's done and you can try again.
```

Please give an estimate how much time to complete is anticipated.

Thanks.

Kind Regards,

D. Bergeron



**Jon Buckley** [:jbuck] ▾

Comment 5 • 2 days ago

Reply

-

I've run the query - please try signing in again

Flags: needinfo?(jrgm@mozilla.com)



**D BERGERON** ▾ (Reporter)

Comment 6 • 2 days ago

Reply

-

(In reply to Jon Buckley [:jbuck] from comment #5)

```
> I've run the query - please try signing in again
```

Thank you to all. I was able to rejoin the "sync ranks" :-). However before I close this out please indulge my hypothesis on this may not have just been a fluke occurrence or "just a moment in time" so to speak. But the circumstance producing the first hard bounce may happen again given the right conditions!! Or your perspective may be this sort of thing happens frequently enough that we can ignore this instance as routine happen-stance and enter a new bug should it occur again. So I leave it to you to close or pursue my hypothesis.



**Ryan Kelly** [:rfkelly] ▾

Comment 7 • 8 hours ago

Reply

-

```
> But the circumstance producing the first hard bounce may happen again given the right conditions!!
```

We're definitely digging into this on our side as well; if it happens again please do file a fresh bug and let us know. I'm going to close this issue as resolved, thanks again for reaching out and for your patience here.

Status: UNCONFIRMED → RESOLVED

Last Resolved: 8 hours ago

Resolution: --- → FIXED

Add Comment

Preview

Need more information from **other**

[Comments Subject to Etiquette and Contributor Guidelines](#)

Save Changes

VERIFY

Top ↑

Format Bug ▲

New/Clone Bug ▲