

Grey folders in Memo

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When a Memo email folder is a different color than the rest and the folder cannot be deleted, moved or effected in any way, this is a situation which we call "gray folders."

The solution to this problem is to move all of the messages and subfolders out of the "gray" folder into some other location so that the "gray" folder has no contents and so that all of the messages and folders which were inside the "gray" folder are now in some other location. Then logout and back in. The "gray" folder should now be gone.