

A I use Zoho for my email, and have a paid account for my adamwulf.me email domain. I also use their IMAP import to connect a few other Gmail accounts so i can view them in Zoho.

One of these Gmail accounts is showing exactly the same email two times. Once in the Inbox, and once in Important.

do you know of any known issues with Gmail's IMAP service that could cause zoho to import and display the same email twice? I've confirmed the message ids are identical, and downloaded the original .eml file and confirmed those are also identical.

While I don't have access to real-time information about specific service issues, I can provide some insights based on known behaviors of Gmail's IMAP implementation and Zoho's import feature:





1. Gmail's IMAP quirks: Gmail's IMAP implementation is non-standard in some ways. One of its unique features is that it uses labels instead of traditional folders. The "Important" label in Gmail is treated similarly to a folder in IMAP.
2. Duplicate messages: The behavior you're describing - seeing the same email in both Inbox and Important - is actually normal for Gmail when viewed through IMAP. This is because:
 - In Gmail, an email can have multiple labels (like "Inbox" and "Important").
 - When accessed via IMAP, these labels are often represented as folders.
 - This can result in the same email appearing in multiple "folders" when viewed through an IMAP client or import.
3. Zoho's IMAP import: Zoho's import feature is likely faithfully replicating the IMAP structure it sees from Gmail, which includes this duplication.
4. Identical message IDs and content: The fact that the message IDs and content are identical confirms that these are indeed the same email, just appearing in two different locations due to Gmail's labeling system.

This behavior is not typically considered an "issue" per se, but rather a consequence of how Gmail's labeling system interacts with standard IMAP protocols. However, it can certainly be confusing and potentially problematic for users.

To potentially resolve or mitigate this:

1. You could try disabling the "Important" label sync in your Gmail IMAP settings.
2. Check if Zoho has any settings to deduplicate emails during import.
3. Contact Zoho support to see if they have any specific recommendations for handling Gmail imports with this behavior.

If you need more specific or up-to-date information, I'd recommend checking Zoho's and Gmail's official support channels or documentation, as they would have the most current information on any known issues or workarounds.

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A ok thanks, I'll see if i can disable the Important label somehow. do you know if i would do that on zoho's import side or gmail's server side?

To disable the "Important" label sync, you'll want to make the change on Gmail's server side. Here's how you can do it:



1. Log into your Gmail account (the one you're importing into Zoho).
2. Go to Settings (gear icon) > See all settings.
3. Click on the "Forwarding and POP/IMAP" tab.
4. Scroll down to the "IMAP Access" section.
5. Look for "Folder Size Limits" or "Label Options" (the exact wording may vary).
6. You should see options to choose which labels are accessible via IMAP.
7. Uncheck the box next to "Important" or select "Don't show" for this label.
8. Save your changes.

After making this change, you may need to:

1. Wait a bit for the changes to propagate.
2. Possibly remove and re-add the Gmail account in Zoho's import settings.
3. If Zoho has already imported the duplicate emails, you might need to clean up the existing duplicates manually.

Remember, this change will affect how the "Important" label behaves for all IMAP clients accessing this Gmail account, not just Zoho.

If you don't see these options in your Gmail settings, or if the change doesn't resolve the issue, then you might need to explore options on Zoho's side or contact their support for assistance with handling Gmail's label system during import.

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