Why Isn't Drag-and-Drop Working

Updated: November 24, 2014

Are you trying to drag-and-drop or drag-and-copy an event only to see the following?
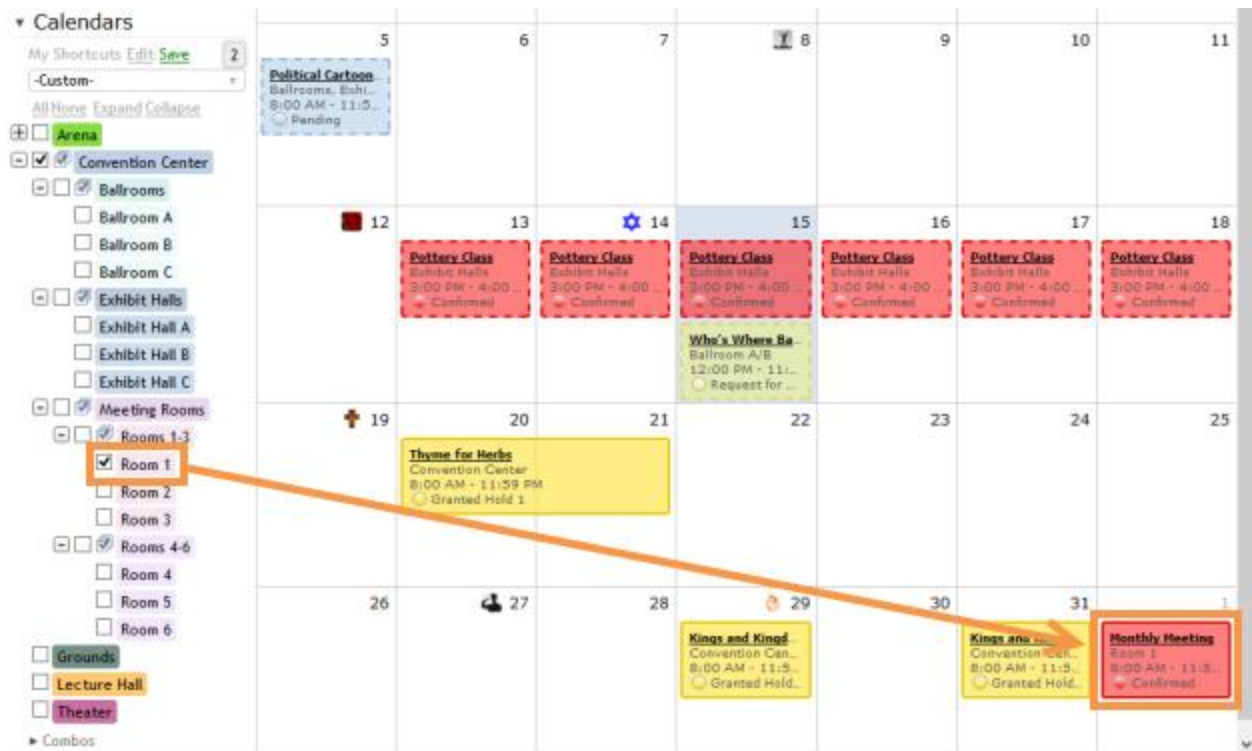

Most likely, this is due to the event you are trying to move being shadowed. If an event is shadowed, its border will be dashed instead of solid.

An event becomes shadowed when the calendar on which it is booked is not selected but its parent calendar is. In this case, **Convention Center** was the only calendar selected to display, but the **Monthly Meeting** event was shadowed because its calendar, **Room 1**, is the child of the **Convention Center** calendar.

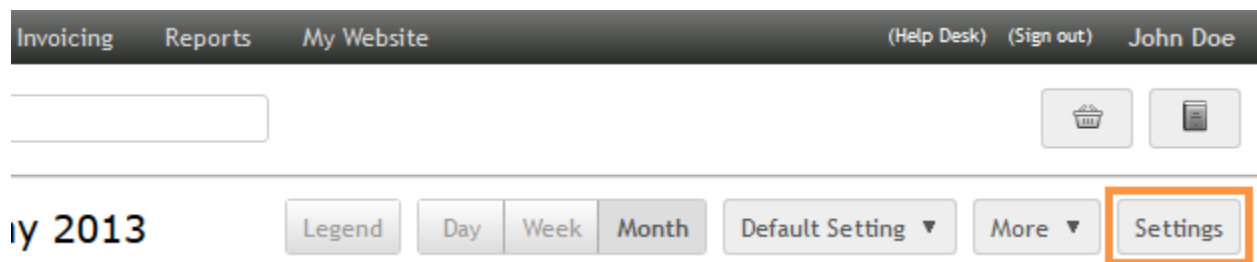By selecting the calendar for the event which I wish to move, I can unshadow the event.

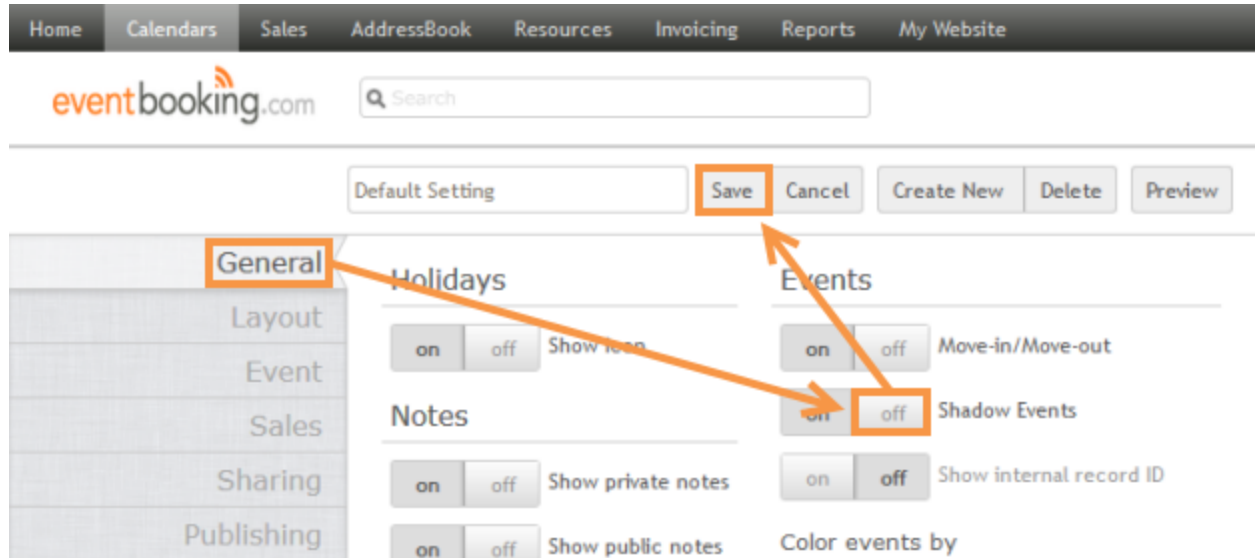I can then drag-and-drop or drag-and-copy the newly unshadowed event.

To disable shadowing completely, please complete the following steps:

1. Click **Settings** in the upper-right corner of the calendar screen.\

2. Click **General** on the left side of the screen.

3. Click the **Off** button next to **Shadow Events**.

4. Click **Save**.

5. Events will now only display if their calendar is specifically selected.