13.6 I Can Receive Email but Cannot Send

Receiving proves that IMAP works; sending uses a separate authenticated SMTP connection.

- SMTP host: `mail.lightdrive.one`
- Port: `587`
- Security: STARTTLS
- Authentication: required
- Username: full LightDrive email address
- Password: the same LightDrive client password used for incoming mail

Your main Vault password and Vault app passwords do not authenticate to SMTP. Do not select port 25 or an unauthenticated relay option.

Outgoing mail is disabled for unverified, restricted, suspended, and other ineligible account states. Open **Settings → Plan & Billing** and complete the displayed action if the SMTP settings are correct.

In browser Email

Check **Outgoing** first. Your chosen sending delay (30 seconds by default) or a future scheduled time is expected. If sending is paused, preserve the message and contact Support. A failed message can be recovered as a draft; an uncertain delivery should be checked before you resend. Review Outgoing and recover a message.

Current online article: https://help.lightdrive.one/troubleshooting/i-can-receive-email-but-cannot-send

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