13.4 I Cannot Upload a File

Check the upload message and the account’s Vault usage under **Settings → Account**.

- Complete recovery-email verification; an unverified account has only 1 MB of storage.
- Make sure the file fits within the remaining plan quota. Usage includes active files and Deleted files, so moving files to trash alone does not create room for uploads. Permanently delete only unwanted trash items, or choose a larger plan. See Storage Usage and Quotas.
- Rename files that contain characters rejected by the destination filesystem.
- Keep the browser tab open until the transfer completes.
- For a large file, use the Nextcloud desktop client so an interrupted transfer can resume.

If only one shared folder rejects uploads, the share might not grant create permission or the owner’s quota might be full.

Current online article: https://help.lightdrive.one/troubleshooting/i-cannot-upload-a-file

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