13.3 My Files Are Not Synchronizing

1. Open Files in the Vault and confirm the authoritative server copy is available.
2. Open the Nextcloud client and read its activity or error list.
3. Confirm the server is `https://vault.lightdrive.one` and the account is connected.
4. Check network access, device free space, Vault quota, and selective-sync choices. Vault usage includes Deleted files: moving files to trash does not free space. Review Storage Usage and Quotas before permanently removing any recovery copies.
5. Resolve conflict copies and invalid file names.

After a password or security change, reauthorize the account or update its Vault app password. Do not delete the local sync folder while it contains changes that have not reached the Vault. Copy unsynchronized work to a separate safe folder before resetting a client connection.

Current online article: https://help.lightdrive.one/troubleshooting/my-files-are-not-synchronizing

Generated September 30, 2026