7.9 Troubleshooting Contact Sync

1. Confirm the URL is `https://dav.lightdrive.one/USERNAME/contacts/` with your LightDrive ID in place of `USERNAME`.
2. Use your full LightDrive email address as the username and a current LightDrive client password that includes Contacts, created under **Settings → Security → App & device access**.
3. If the app cached an old credential, remove the saved password and enter the correct newly created password when prompted.
4. Confirm that the Contacts collection is enabled and the app has contacts and background permissions.
5. Check which account owns a missing contact; device-only and third-party contacts are not sent to LightDrive.
6. After synchronization completes, confirm the change in the Vault Contacts app and refresh contacts in LightDrive Email.

The main Vault password, Vault app passwords, and Email-only passwords do not work for CardDAV. Do not bypass a certificate warning. If the exact HTTPS address still produces one, stop and contact Support.

Current online article: https://help.lightdrive.one/contacts/troubleshooting-contact-sync

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