5.12 Troubleshooting Email

Cannot receive

Confirm IMAP host `mail.lightdrive.one`, port `993`, SSL/TLS, and the full email address as username. Check the mailbox quota and Spam folder.

Cannot send

Confirm SMTP host `mail.lightdrive.one`, port `587`, STARTTLS, and authentication with the full email address. Recovery-email verification must be complete, and the account must permit outgoing mail.

Password rejected

Test the account in Vault webmail. If webmail works, remove the client's saved credential and enter a current **LightDrive client password that includes Email** from **Settings → Security → App & device access**. The main Vault password and Vault app passwords do not authenticate to email. If webmail also fails, sign out and sign back in to the Vault; reset the main password only if Vault sign-in fails.

Certificate warning

Do not bypass it. Confirm the host is exactly `mail.lightdrive.one` and the device date is correct. Contact Support if the warning remains.

A message is waiting in Outgoing

Send waits for your selected delay (30 seconds by default); a scheduled message waits until its selected time. Use Send now in Outgoing to skip a remaining wait. Closing Email does not stop sending. If the message is overdue or says sending is paused, check its status in Outgoing and contact Support if it persists. For **Delivery uncertain**, check Sent and the recipient before sending another copy.

Undo succeeded but the editor did not open

The recovered message is in Drafts. Close the Outgoing dialog and open Drafts from the sidebar if Open Drafts does not navigate. If recovery could not be confirmed, check for an existing copy before trying recovery again. Outgoing recovery guidance.

A filter or automatic reply did not run

Test with a new incoming message and check that the rule is On. Review its conditions, order, and stop setting. For automatic replies, also check the schedule and days between replies to the same sender. Editing or toggling a reply does not reset its sender interval. If a custom folder disappears after mail is marked read, uncheck **Only folders with unread mail**.

All-message forwarding without a local copy skips Email filters. Turning all-message forwarding off does not turn off conditional forwarding rules. If the editor reports that another set of rules is active or rules were changed outside the editor, contact Support rather than replacing them blindly.

Current online article: https://help.lightdrive.one/email/troubleshooting-email

Generated September 30, 2026