LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 13 - Troubleshooting

Generated September 30, 2026

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Chapter 13 - Troubleshooting

13.1 I Cannot Sign In

1. Open vault.lightdrive.one directly instead of following an old bookmark or email link.
2. Enter your LightDrive ID, your full **@lightdrive.one** address, or your verified recovery email address, together with your main account password.
3. Check Caps Lock, keyboard layout, and password-manager entry.
4. Use **Forgot password?** to send recovery instructions to the verified recovery email.

If the page reports Unverified, Restricted, Suspended, or another account status, follow the displayed action. An unverified account is deleted seven days after registration, and a permanently deleted account cannot be recovered through password reset.

Contact Support from the verified recovery address when the reset message does not arrive or the status appears incorrect.

Current online article: https://help.lightdrive.one/troubleshooting/i-cannot-sign-in

13.2 My Password Does Not Work in an App

First sign in to the Vault in a browser. If the main password fails there too, reset it before changing the app.

If browser sign-in works, confirm that the app uses the credential and username required by its service:

- **Email:** use the full `username@lightdrive.one` address and a LightDrive client password that includes **Email**, created under **Settings → Security → App & device access**.
- **Contacts:** use the full LightDrive email address and a LightDrive client password that includes **Contacts**.
- **Calendar:** use the connection settings shown in Chapter 14. Calendar clients can use your main LightDrive password, a Vault app password, or a LightDrive client password that includes **Calendars**. A separately revocable client password is generally preferable for third-party apps.
- **Files:** use the connection method shown in Chapter 14. Compatible clients can use your main LightDrive password or a Vault app password; use a Vault app password when the client cannot complete browser sign-in or two-factor authentication.

Client passwords are limited to the services selected when they are created. Copy a newly generated value into the client exactly. If the app keeps retrying an old password, remove the saved credential and enter the correct one when prompted.

Repeated failures can trigger temporary brute-force protection. Stop retries, correct the settings, and wait before testing again.

Current online article: https://help.lightdrive.one/troubleshooting/my-password-does-not-work-in-an-app

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

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

13.5 My Email Is Not Synchronizing

Confirm that messages appear in Vault webmail. If webmail works, the problem is in the client connection.

- IMAP host: `mail.lightdrive.one`
- Port: `993`
- Security: SSL/TLS
- Username: full `username@lightdrive.one` address
- Password: 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. Check that the app is online, the mailbox folder is subscribed, and background synchronization is allowed. If the saved LightDrive client password was revoked or lost, create a replacement and update both incoming and outgoing settings. If webmail is also missing mail, review Spam and mailbox quota, then contact Support.

Current online article: https://help.lightdrive.one/troubleshooting/my-email-is-not-synchronizing

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

13.7 My Calendar Is Not Synchronizing

Open Calendar in the Vault to identify whether the missing change is on the server or only on one device.

1. Verify the URL `https://vault.lightdrive.one/remote.php/dav/`.
2. Use your full LightDrive email address and a valid calendar credential: your main LightDrive password, a Vault app password, or a LightDrive client password that includes **Calendars**.
3. Confirm the affected calendar is selected and synchronization is enabled.
4. Allow network access and background activity.
5. Check the device time zone when an event appears at the wrong hour.

If you changed your main LightDrive password and the app uses that password, update the saved credential. Vault app passwords and LightDrive client passwords are separate and do not change when you change your main password. Do not accept a certificate exception.

Current online article: https://help.lightdrive.one/troubleshooting/my-calendar-is-not-synchronizing

13.8 My Contacts Are Not Synchronizing

Confirm the address book URL is `https://dav.lightdrive.one/USERNAME/contacts/`, with your LightDrive ID replacing `USERNAME`.

Use your full LightDrive email address as the username and a LightDrive client password that includes **Contacts**. This may be a **Contacts only**, **Email & contacts**, **Contacts & calendars**, or **Email, contacts & calendars** password created under **Settings → Security → App & device access**.

Your main LightDrive password, Vault app passwords, and client passwords that do not include **Contacts** do not authenticate to CardDAV.

If the client has stored an old password, remove it and enter the correct client password when prompted. Confirm that the Contacts collection is enabled and that the sync app has contacts and background permissions.

Check which account owns the contact. A contact saved to a device-only, Google, Apple, Microsoft, or other address book is not sent to LightDrive.

Use the Vault Contacts app to confirm whether the server received a change. LightDrive Email reads CardDAV contacts but does not edit them; use the contacts synchronization control in Email to refresh its read-only copy.

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

13.9 I Received a Certificate Warning

Do not bypass an HTTPS, IMAP, SMTP, CalDAV, or CardDAV certificate warning.

1. Confirm the hostname is exactly one of the official addresses in Chapter 14.
2. Remove misspellings, extra domains, and obsolete saved server names.
3. Set the device date, time, and time zone correctly.
4. Install current operating-system certificate updates.
5. Try a different trusted network to rule out interception by a captive portal.

If the warning remains for an exact LightDrive hostname, stop using that connection and send Support the hostname, app, device, time, and certificate error text.

Current online article: https://help.lightdrive.one/troubleshooting/i-received-a-certificate-warning

13.10 My Account Says Restricted or Suspended

Open **Settings → Plan & Billing** and read the status card. It identifies the controlling reason, deadline, and available action.

Restricted indicates limited service while verification, trial billing, reinstatement confirmation, or another account action is pending. **Suspended** indicates a 14-day limited-access period after a canceled term, unresolved failed payment, or standard policy action.

Complete the displayed payment, plan, policy, or confirmation step. Download important data while access permits it. If the status is policy-related or no self-service action appears, contact Support and include the LightDrive ID and status message.

Current online article: https://help.lightdrive.one/troubleshooting/my-account-says-restricted-or-suspended

13.11 I Did Not Receive a LightDrive Email

1. Check Spam, Junk, Promotions, quarantine, and mail rules at the recovery-email provider.
2. Confirm the recovery address under **Settings → Account**.
3. Use the available resend control once.
4. Add the LightDrive sender to the provider’s allowed contacts or senders.
5. Wait several minutes before another request so older verification or reset links are not confused with the newest one.

Support-ticket responses also appear under **Settings → Support** and in Vault notifications. If a security, verification, or password-reset message still does not arrive, contact Support from the recovery address and provide the LightDrive ID.

Current online article: https://help.lightdrive.one/troubleshooting/i-did-not-receive-a-lightdrive-email