

# Getting "an error occurred when verifying security for the message" when requesting video in SkyPoint client

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## Symptom

Getting "An error occurred when verifying security for the message" when requesting video in Sky Point client

## Resolution

The most common occurrence of this error is a lack of time synchronization between the client workstation and the recorder. To correct this you can either correct the times and sync them up manually or using Time Synchronization source to ensure the system is always locked in sync.

## Applies To

SkyPoint (all versions)

## Additional Information

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