

# Camera and recorder are online, but neither can live or recorded video

Last Modified on 10/06/2022 4:14 am EDT

## Symptom

"Error Communicating with Video Recorder" or "Time requested is not available" messages appear during live video or on recorded video. These errors can occur when the server that the camera and recorder are connected to belongs to a work group.

## Resolution

Try to access the fileshare of the Lenel NVR. \\[ServerName]\C\$. If you are prompted for additional credentials, that means your user cannot access the Lenel NVR correctly and that is why OnGuard cannot get video. You must add the Windows account you are logged in with to the recorder.

## Applies To

LNVR (All versions); OnGuard (All versions)

## Additional Information

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