

# "Time requested is not available" on the LDVR

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## Symptom

When trying to pull up recorded video on an LDVR you get a "Time requested is not available" error message.

## Resolution

This may be caused by a corrupt persistence folder or by two of the same folder on different drive locations. They will need to be removed and the steps followed below.

Steps to follow:

1. Check the LDVR offline in System Administrator.
2. Stop the LDVR services with the stop digital video shortcut.
3. Open Windows Explorer and delete the persistence folder entirely.
4. Open the drive configuration utility.
5. Make sure all necessary storage drives are selected to the right side column and click "OK".
6. View in Windows explorer and see that the persistence file is created. Depending on the amount of storage and if time-lapse is in use it will take 15 to 40 minutes to completely rebuild. During this time it is best not to request live or recorded video from the LDVR.

## Applies To

LDVR 7.11; LDVR 7.21; OnGuard (All versions)

## Additional Information

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