

# Error Message "Unsecured Connection" in SkyPoint Client

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## Symptom

When trying to use a SkyPoint Client to view video, the error **Unsecured Connection** might show up during log in, resulting in a failure to log in.

## Resolution

In general, this issue is caused by the time not being in sync between all of the SkyPoint systems. Verify that all Recording Servers, Base Servers, and Clients have the same time. If time is out of sync by as little as 5 minutes, this error can occur.

It is recommended to use an NTP server solution for making sure all SkyPoint systems are in sync.

## Applies To

SkyPoint

## Additional Information

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