"An error occurred when verifying security for the message" is shown when requesting video in SkyPoint client

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Symptom

"An error occurred when verifying security for the message" is shown when requesting video in SkyPoint client.

Resolution

The most common cause of this error is a lack of time synchronization between the client workstation and the recorder. To correct this, either correct the times and sync them up manually, or use a time synchronization source to ensure the system is always in sync.

Applies To

SkyPoint (all versions)

Additional Information