

# Samsung Cameras Create "Account Blocked" Errors and Cause Analytic Information to be Missed

## Symptom

Certain Samsung camera models can cause a "490 Account Blocked" error every five minutes in the exacqVision system log. This causes the Analytics events socket to reconnect every five minutes, and analytics events are missed during the reconnection.

This does not affect exacqVision recording, motion events, and input triggers. Only analytics are affected.

## Affected Versions

This is caused by an issue in Samsung firmware for camera models SND-6084, SNV-6084, SNV-6084R, SND-6084R, and SNO-6084R. The symptoms were introduced in exacqVision Server analytics in version 6.9.0.75893.

## Fix/Workaround

Samsung is working on a fix to its firmware. This article will be updated with more information when available.