Synergy Acc2026 - Add a New Database or a New Company Under the Same Licence

This guide explains what to do when you want a second database, for example for another company, under the licence you already have. Some parts you do yourself on the Main PC; the licence part can only be done by Synergy.

Before you start

- Your licence number (System > License Information).
- The exact name of the new database or company.
- Whether the new database is under the same company name as the licence. Adding a database under the old company name does not need a letter. Using a different company name does (see the guide on licence changes).
- Access to the Main PC. The database is created on the Main PC only, not on sub PCs.
- If the new company needs e-invoice: it needs its own MyInvois registration and a maintenance contract.

Steps

1. Tell Synergy the new database name

Contact Synergy support with your licence number and the name of the new database or company. Only Synergy can add it to your licence and upload the new licence. You cannot do this part alone.

2. Update the software on the Main PC

Make sure the Main PC has the latest version of the software before you create the database.

3. Create the blank database on the Main PC

On the Main PC only, follow the Create Database guide from Synergy. It creates a blank AccData database. If you do not have the guide, ask Synergy support to send it.

4. Close the software

Close the software on the Main PC.

5. Increase the version number

Open Synergy Service Agent and go to Tools > Increase The Version Number. This updates UpdateVersion.txt so that the sub PCs can see the new company.

6. Reopen on the sub PCs

Close and reopen the software on each sub PC. The new company should now appear.

7. Bring in your data

The new database is blank. Import your creditor, debtor and item Excel files, as needed. To carry customer credit over from an old database, use POS > Credit Opening Balance, or export the unpaid credit list to Excel with the same headers as the Opening Balance import and import it.

Tips

- If Synergy uploaded a new licence, on the client side increase the update version so the new licence is received.
- A client PC must have a different PC name from the Main PC.
- A client PC cloned from the Main PC's hard disk can be blocked from the shared folder on Windows 11. Back up the files you need, format the client PC and install the client software again.
- Not covered here: renaming the company on the licence, working under the new company name before the new licence arrives, and branch or network licences. See the guide Licence: Changes and Problems (licence-changes).
- The cost of an extra database or of e-invoice for a new company is not covered. Ask Synergy admin.

Common problems

The sub PCs do not show the new company.

On the Main PC, close the software, then use Synergy Service Agent > Tools > Increase The Version Number. Reopen the software on the sub PC.

I want to use a different company name for the new database.

This needs a letter on letterhead with the company stamp and director signature and the SSM documents, sent to Synergy admin. See Licence: Changes and Problems.

I cannot create the database myself.

Contact Synergy support. Have ready your licence number, the new database name, and say which PC is the Main PC. They can connect to the Main PC to add the database for you.

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