Synergy Acc2026 - When Antivirus, Firewall or a Windows Update Blocks the Software

Use this guide when the internet works but Synergy cannot connect, PCs cannot log in, or a program file has gone missing after an antivirus was installed or after a Windows update. Work down the checks in order. If an installer is blocked, or the problem is the network between PCs, see the guides "Synergy Acc2026 - Installing or Moving to a New PC" and "Synergy Acc2026 - What To Do When an Update or a New PC Does Not Work".

Before you start

- The name of the antivirus on the PC.
- Which PCs are affected.
- A screenshot of the error.
- Whether Windows was just reinstalled or an antivirus was newly installed.

Steps

1. Check if an antivirus is blocking the software

A newly installed antivirus (for example Norton) can block the program. Open the antivirus and add an exclusion for the Synergy software.

2. Allow a file the antivirus removed

If the antivirus removed or quarantined a program file, allow the file in the antivirus and tick 'do not prompt'. Do this on every affected PC.

3. Reopen the software and log in

Close and reopen the software, then try to log in again.

4. If you use remote access, check the head office PC

Make sure the HQ main PC is on and online, and give it a few minutes to settle.

5. Continue past the security warning when connecting remotely

The security warning shown when you connect remotely is normal. Just continue with Connect.

6. A Windows update prompt, or a drive that is unticked

If a Windows update prompt keeps appearing, or a drive was unticked by itself, contact Synergy support. They fix this in a remote session.

Tips

- The usual causes are a newly installed antivirus, an antivirus that quarantines or deletes a program file, and side effects of a Windows update.
- Add the exclusion on every PC that runs the software, not only the main PC.

Common problems

The D drive disappeared or shows a warning.

Contact Synergy support. Tell them which PC it is and send a screenshot.

It still does not work after the exclusion.

Contact Synergy support. They connect by remote session and change the antivirus or Windows setting. Have the antivirus name and the affected PC names ready.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.

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