Synergy Acc2026 - Branch Cannot Upload or Download: Internet, DNS and Router Checks

Use this guide when a branch or counter shows an error, 'operation timed out' or cannot reach the server when it uploads or downloads sales, or when it asks for the licence or daily key. Most of the time the cause is the shop network, not the software. Work down the checks in order.

Before you start

- Know if it is one counter, one branch or all branches
- Note the exact error text, or take a screenshot of it
- Have your licence number ready

Steps

1. Is it only one branch, or all branches?

If only one counter or one branch has the problem, carry on with the checks below. If all branches fail at the same time, the problem may be the main web server instead: read the guide "Synergy Acc2026 - When Branches Cannot Sync Because the Web Server Is Down".

2. Does it say 'timed out'?

Just retry the upload or download. Restarting the software first can also help.

3. Does it work on a phone hotspot?

Connect the PC to a phone hotspot and try again. If it works on the hotspot, the shop router or the internet provider is blocking or failing. One shop simply had an expired internet subscription, so check that too.

4. Restart the router and the PC

Restart the router first, then the PC, and wait 15 to 30 minutes before trying again. If Windows shows 'IPv4 connectivity: no internet access', that confirms a network fault, so ask your internet provider or network person to look at it.

5. Set the DNS and turn off IPv6

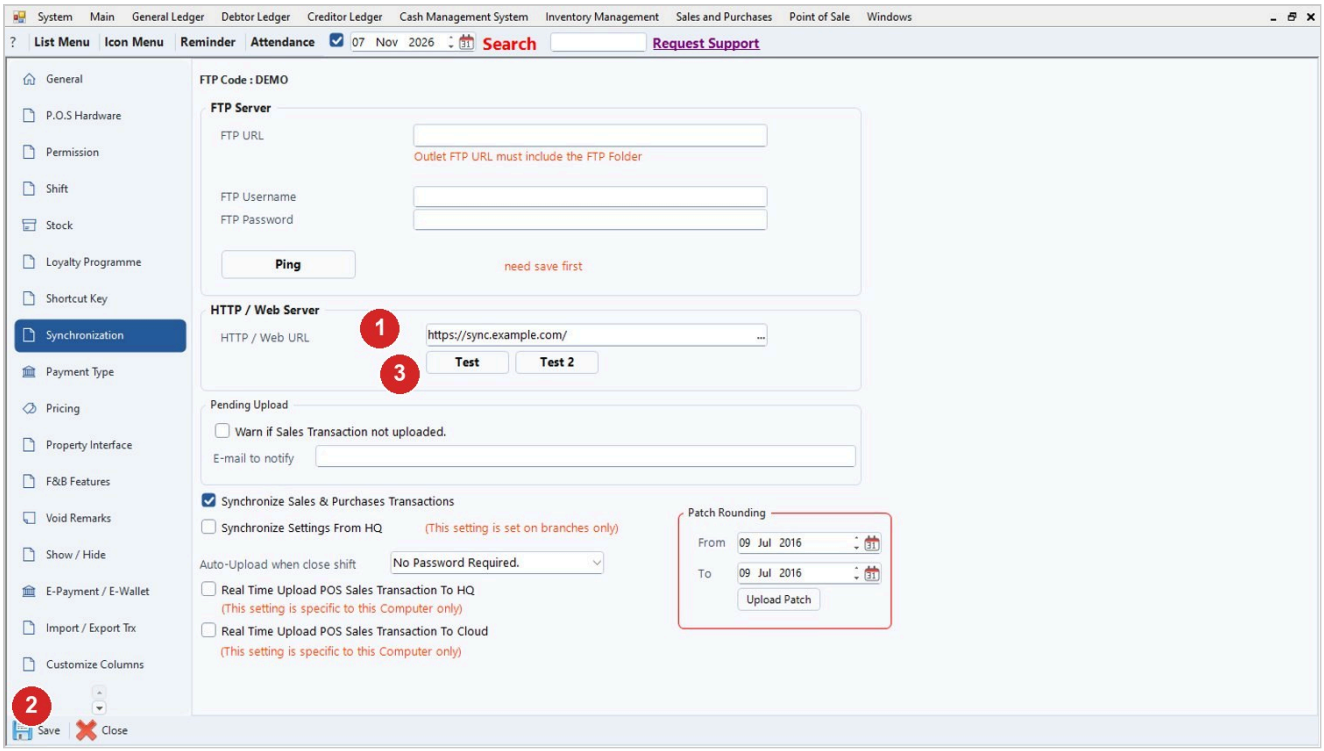
On the network adapter of the PC, set DNS to 8.8.8.8 and 8.8.4.4, and untick IPv6. Then try the upload or download again.

6. Make sure antivirus or firewall is not blocking the software

Check that your antivirus or firewall is not blocking the software, then try again.

7. Check that head office and the branch use the same web server

In Point of Sale Settings, on the Synchronization tab, head office and every branch must use the same web server. Press Save first, then Test.



Step	What to do
1	Check the HTTP / Web URL: it must be the same at head office and every branch
2	Press Save first
3	Then press Test

8. Does the browser show an unsafe-site warning?

If the browser warns that the Synergy server is an unsafe site, choose Details, then visit the site, and retry the upload or download.

9. The licence cannot be hashed or the daily key cannot be requested

Retry the hash. If it still fails, download the licence in Service Agent after doing the checks above.

Tips

- If the server PC is slow and shows connection errors, the same DNS and IPv6 change has fixed it.
- If the hotspot works but the shop network does not, the router or the internet provider must be checked.
- When the error is about sales that do not match after uploading, read the guide "Head Office and Branch: Sales Do Not Tally or Upload Fails". For the upload screen itself, read "Synergy Acc2026 - Branch: Upload Daily Sales and Download from Head Office".

Common problems

It still does not work after all the checks.

Contact Synergy support. Have the remote access details, your licence number and a screenshot of the error ready.

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