Synergy Acc2026 - Cannot Connect or Cannot Log In: What to Check

If Synergy Acc2026 will not open, login hangs, or a client PC cannot reach the main PC, go through these checks in order. Most problems come from the main PC, the network, or antivirus.

Before you start

- The exact error text on the screen
- Which PC is the main PC and which PCs are affected
- Whether a power cut or sudden shutdown happened
- Whether you have a recent backup, and the date of the latest one
- The name of your antivirus, if you use one

Steps

1. Is the main PC switched on?

Client PCs depend on the main PC. Make sure the main PC is switched on before you try again on a client PC.

2. Error only first thing in the morning?

The background services may still be starting. Wait a few minutes after switching on the PC before opening the software, or switch the PC on earlier. With big data it can take longer, up to 20 minutes.

3. Restart the services on the main PC

Restart the SQL Server service and the Synergy licence / service agent services (right click > Start). If a service will not start, restart the PC.

4. Login hangs on all PCs?

Restart the main PC or the SQL service. Then, if it still hangs, the database may need to be checked. Contact Synergy support for this.

5. Check the main PC does not go to sleep

Make sure the main PC stays awake and that the client PCs can ping the main PC.

6. Client PC: same network?

Check the client PC and main PC are on the same Wi-Fi name (for example both on the 5G name). Then restart the client PC, and then the main PC.

7. Still failing? Restart the router

Switch the router off for 5 to 15 minutes and then on again. A mesh router can isolate one client from the main PC. Restart the PCs afterwards.

8. Use the correct icon

Client PCs must open the system with the Client (blue) icon on the desktop. The main PC must never be opened with the Client (blue) icon. If a version-mismatch login screen appears on a client PC,

cancel it and open the system with the Client (blue) icon.

9. Can ping, but the shared folder will not open?

Check the Windows credential used, and make sure no two PCs have the same name.

10. Internet works but Synergy cannot connect?

An antivirus or firewall may be blocking the software, especially a newly installed one. Add an exclusion for the software in the antivirus. If the antivirus removed a file, allow it and tick 'do not prompt'. Do this on every affected PC, then reopen the software and log in.

11. Main PC name or IP address changed?

The connection setting on the client PC must be re-set. Contact Synergy support to do this. Answer Yes to the prompt when asked.

12. Main PC will not start at all?

There is no other way to operate while the main PC is down. In an emergency, install the software on a client PC and restore your latest backup there. Ask Synergy support first to confirm your licence can run on that PC.

Tips

- Take a daily backup on a pendrive or Google Drive. Keep several recent backups; do not delete the old ones, because the newest backup may be bad.
- A backup made with the zip option must be unzipped to a .bak file before it can be restored.
- Restoring replaces everything in the database on that PC, and anything entered after the backup time is lost.
- Restore only on the PC that will be the new main PC, and make sure everyone else has exited Synergy first.
- After restoring, point all other PCs to the new main PC (Connection Setup).
- Do not use the old main PC again with the same data until support has checked it, or you will have two different sets of data.
- Power cuts, sudden shutdowns and disk problems can damage the database, so a daily backup is recommended.
- The security warning when connecting remotely is normal; just continue with Connect.

Common problems

Database error, Emergency state, or database cannot be opened after a power cut

Contact Synergy support. Have the exact error text, whether a backup exists, and the date of the latest backup ready. A corrupt database is usually repaired or restored from the latest auto backup.

No backup exists and the database is corrupt

A new database must be created and the connection pointed to it. Contact Synergy support for help.

SQL will not start

Contact Synergy support. Have the exact error text ready.

The licence service stops by itself

Contact Synergy support. Checking the disk for errors may be needed.

Software asks to map a drive, or the ServerApp folder shows only some files

Contact Synergy support. They need remote access details for both the main PC and the client PC, and both PCs must be switched on. Antivirus may be the cause.

Client fails only sometimes and retry works

Contact Synergy support so they can check your internet stability.

A program file went missing after antivirus or a Windows update

Allow the file in the antivirus on every affected PC. If a Windows-update prompt appears or a drive is unticked, support fixes this remotely. Have the antivirus name and affected PC names ready.

Two PCs joined by a LAN cable cannot connect

Contact Synergy support. They will set this up using the router LAN ports.

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