Synergy Acc2026 - Installing or Moving to a New PC

Got a new or replacement PC or laptop? This guide explains how the move to the new PC works, what to have ready, and what to check if the software will not install or open afterwards. Synergy support normally does the move for you in a remote session.

Before you start

- Internet on both the old PC and the new PC, because support connects remotely. Without internet support cannot connect.
- The new PC name (a client PC name must be different from the main PC name).
- Your printer models, barcode printer and cash drawer details.
- A recent backup of your data (for example on a USB pendrive or drive D).
- Know whether the PC is a main PC (HQ), a client PC or a remote laptop, and which Windows version the new PC uses.
- If something goes wrong, a screenshot of the exact error text.

Steps

1. Contact Synergy support

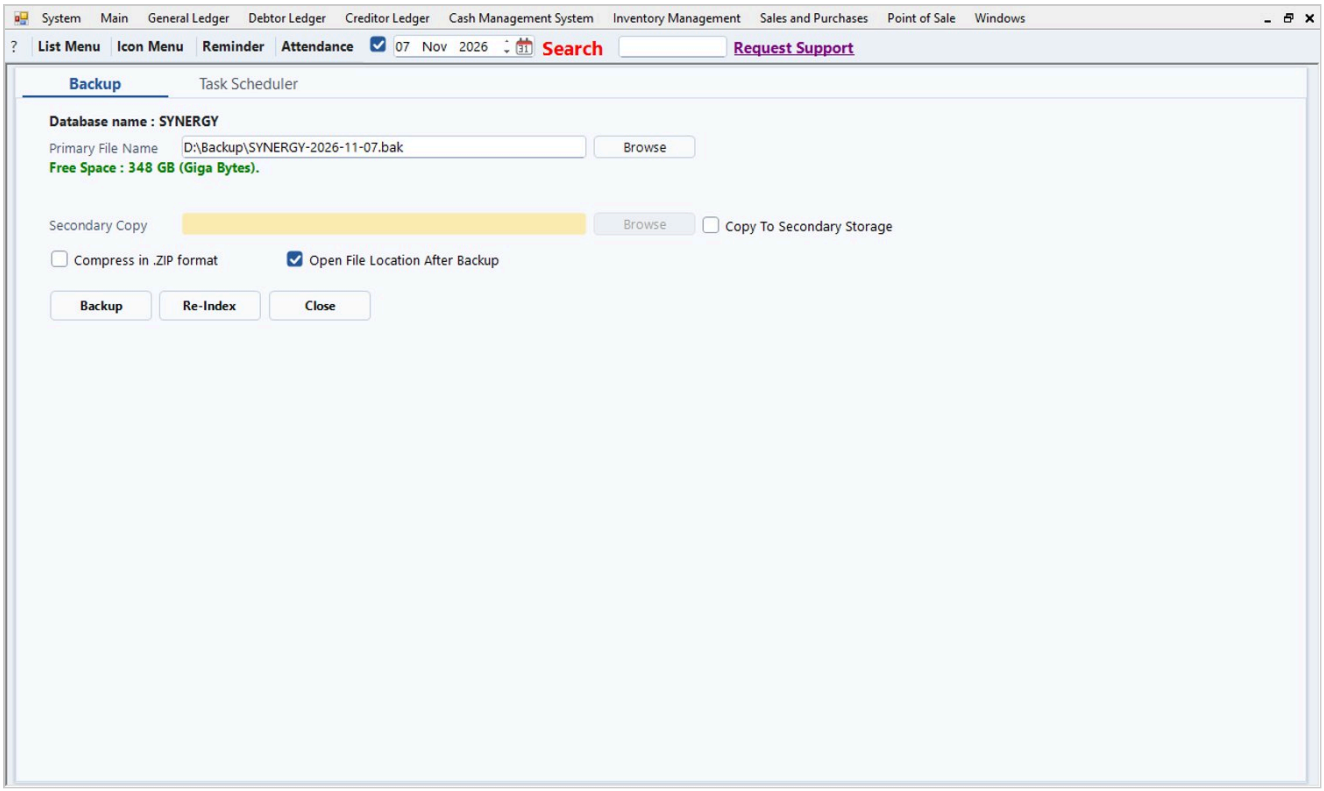
Ask support to move the software to your new PC. Make sure both PCs have internet for the remote session.

2. Let support install the software first

Support installs the software on the new PC first, so your sales can continue in the meantime.

3. Back up the old PC

Back up the data from the old PC to a USB pendrive or over the network. Use the latest backup so your recent sales are included.



4. Restore the backup on the new PC

Restore the backup on the new PC.

5. Move the licence

Support moves your licence from the old PC to the new PC.

6. Connect printers and cash drawer

Plug the printers and cash drawer into the new PC, then install their drivers.

7. Reconnect client PCs

Reconnect your client PCs and any remote laptop to the new main PC. Each client PC name must be different from the main PC name.

8. Check e-invoice on a new client PC

If e-invoice posting fails on the new client PC, install the required .NET framework (support sends you a guide) and try again.

9. Moving back later

When a repaired PC is back, support can move the main PC role back and reinstall the client PCs.

Tips

- Client PCs do not hold the database. It lives on the main PC.
- Do not copy the main PC's disk onto a client PC. A client PC cloned this way cannot reach the shared folder on Windows 11. You would need to back up the needed files, format the client PC and reinstall the client software.
- Slow internet can delay branch updates.

- Keep daily backups on a pendrive or cloud drive, and keep a copy away from the main PC. There is no mirror of the main PC.
- Use a real Windows PC. A Mac, Windows emulator or ARM virtual machine cannot host the database.

Common problems

The installer cannot finish installing SQL Server, or you are on Windows 11

Uninstall SQL Server 2008 if present. Install SQL Server 2017 Express (Core) and SQL Server Management Studio 2017 manually, choosing the first option (new installation). If it still fails, contact support.

The installer is blocked by the PowerShell 2 requirement

Ask support for the guide "How to bypass PowerShell 2 and manually install SQL".

Installation fails because of .NET or a "SQL file not found" error

Open Windows Features and tick .NET Framework 3.5, then retry. Extract the full installer archive so the SQL folder is present.

Antivirus blocks the installer

Disable the antivirus, or uninstall it if it cannot be turned off, then try again.

The PC cannot download the installer

Download it on another PC with "Only download setup (do not install)" ticked, then copy it over. You can also change DNS or use a phone hotspot.

The software will not open or shows an error at start

Reinstall .NET Framework 3.5. If that fails, run sfc /scannow and then DISM /Online /Cleanup-Image /RestoreHealth. If it still fails, contact support.

The old PC failed and there is no backup

Only a blank database can be installed. A branch can then download its items from HQ. The licence reset is done first and can take time. Contact support with your backup location, branch name and error screenshot ready.

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

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