Synergy Acc2026 - IT: Checking the Database and Services After a Power Cut

After a power cut, a sudden shutdown or when the PC was just switched on, the software may not open, login may hang, or a database error may appear. This guide lists the checks the shop's technician can make on the main PC, in order, before calling Synergy support.

Before you start

- The exact error text.
- Whether a power cut or forced shutdown happened.
- Whether the error appears only first thing in the morning.
- Whether a recent backup exists, and the date of the latest one.

Steps

1. Wait after switching on

If the error appears 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 up to 20 minutes.

2. Restart the services on the main PC

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

3. If login hangs on all PCs

Restart the main PC or the SQL service. If it still hangs, the database may need to be checked.

4. Check the main PC stays awake

Make sure the main PC does not go to sleep, and that the client PCs can ping it.

5. Check the database in SQL Server Management Studio

Refresh the databases and check that yours is visible and can be opened. You can run DBCC CHECKDB to look for consistency errors. Do not try to repair an Emergency or suspect database yourself. Contact Synergy support.

6. Check the disk

A full disk, or disk errors, can stop the services and the automatic backup. If the licence service stops by itself, run sfc /scannow and chkdsk, and look in Event Viewer for disk errors.

7. Find the latest backup

The automatic backups are in the SynSoft folder > Autobackup folder, and the files are named by date. Keep the most recent week on the main PC, and a copy on a pendrive or external disk.

8. Restore only with care

If the database is corrupt, the latest automatic backup is restored. Restore only on the PC that will be the main PC, with everyone out of Synergy. Restoring replaces everything in the database, and anything entered after the backup is lost. See the guide Synergy Acc2026 - Restoring a Backup.

9. Call Synergy support with the facts

If SQL will not start, or the database is corrupt and there is no backup, contact Synergy support. A new database may have to be created and the connection pointed to it.

Tips

- Power cuts, sudden shutdowns and disk problems can damage the database, so a daily backup is recommended.
- Keep several recent backups. Do not delete the old ones, because the newest backup may be bad.
- Only two backup locations can be used at the same time, and they share the same schedule.
- A backup warning can mean the automatic backup did not run, and a full disk is a common reason. Delete old automatic backup files to make space.

Common problems

Database error, Emergency state, or the 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.

SQL will not start.

Contact Synergy support with the exact error text.

The licence service stops by itself.

Check the disk with chkdsk and Event Viewer. If it continues, contact Synergy support.

No backup exists and the database is corrupt.

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

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

Synergy Acc2026 - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.