Synergy Acc2026 - IT: When the SQL Server or Software Installer Will Not Finish

Use this guide when the installer for Synergy Acc2026 or SQL Server stops, shows an error, or cannot be downloaded. It is for the person installing on the shop's PC. Synergy support normally does the full install and move for you.

Before you start

- The exact error text or a screenshot.
- The Windows version of the PC, and whether it is a real PC or a virtual machine.
- The name of the antivirus on the PC.
- Internet on the PC, so Synergy support can connect if you need help.

Steps

1. Check the kind of PC

The database needs a real Windows PC. A Mac, a Windows emulator or an ARM virtual machine cannot host it, and there is no fix for that.

2. Turn on .NET Framework 3.5

Open Windows Features, tick .NET Framework 3.5, and try the installer again.

3. Extract the whole installer

Extract the full installer archive so the SQL folder is present. A SQL file not found error means it was not fully extracted.

4. Turn off the antivirus

Disable the antivirus while installing. If it cannot be turned off, uninstall it, then try again.

5. Download on another PC if needed

If the PC cannot download the installer, download it on another PC with Only download setup (do not install) ticked, and copy it over. You can also change the DNS or use a phone hotspot. JRE is required and is installed automatically.

6. On Windows 11, install SQL by hand

If you are on Windows 11, or the installer asks for SQL 2017, uninstall SQL Server 2008 if it is there. Install SQL Server 2017 Express (Core) and SQL Server Management Studio 2017 by hand, and choose the first option, a new installation. SharedManagementObjects.msi may also be needed.

7. If PowerShell 2 blocks the installer

Ask Synergy support for the guide How to bypass PowerShell 2 and manually install SQL, and follow it.

8. Prepare the remote tool account

To install the remote tool (ServerLink), first create a Windows account named remoteuser in Control Panel > User Accounts, then follow the install guide you were given.

9. Ask for help if the installer still does not appear

If the installer window never appears even after these steps, contact Synergy support. They install SQL 2017 and run the setup script from the setup files folder.

Tips

- Old SQL Server 2008 on a newer Windows, a missing .NET Framework 3.5 or JRE, an antivirus blocking the installer, and an incomplete extraction are the usual causes.
- After the install, moving the data and licence is covered in the guide Synergy Acc2026 - Installing or Moving to a New PC.
- Back up the database before the PC is upgraded.

Common problems

The installer says SQL file not found.

Extract the full installer archive again so the SQL folder is present.

The installer is blocked by the PowerShell 2 requirement.

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

The remote tool will not install.

Create the Windows account remoteuser first, then follow the install guide. The ZeroTier address and port are set by Synergy support.

The software will not open after the install.

Reinstall .NET Framework 3.5. If that fails, contact Synergy support and have the error text ready.

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

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