Synergy Acc2026 - IT: Checking Remote Access to the Main PC (Remote Tool and ZeroTier)

This guide is for the person who looks after the shop's computers. It lists what to check when a laptop or branch cannot reach the main PC remotely, and what to prepare so Synergy support can connect to fix a problem.

Before you start

- The main PC at head office (the PC with the ServerApp folder, not a client PC) is switched on and online.
- The remote ID of the main PC, read from the main PC itself and not from a remote session you are already in.
- For a new or reformatted laptop, the remote IDs of both the main PC and the laptop. Keep both PCs on, and the laptop on its charger.
- A screenshot of the error.

Steps

1. Check the main PC

Make sure the main PC is on and connected to the internet. Restart it if the connection fails.

2. Check the ID

Make sure the ID you gave was read from the main PC itself and belongs to the ServerApp PC, not a client PC.

3. Check the remote user limit

Only a limited number of remote users can connect at once. One remote licence means one remote user at a time. If the error says remote users are full, close the other PCs connected remotely, and restart the main PC if you are still stuck.

4. Read System Audit

In the remote tool (ServerLink), look at System Audit and read the error shown. Quote it to Synergy support if you need help.

5. Check ZeroTier

Check that ZeroTier shows connected and the device is authorised. Check the adapter has a proper IP address, not one starting with 169.254. Update ZeroTier to the latest version, and make sure the firewall or antivirus is not blocking it.

6. Check a branch that cannot sync

If a branch main PC cannot sync, check that the ZeroTier at head office is running, then close and reopen the software.

7. Log in as the remote user

Use the remote user ID to log in. The password is the same as the user ID. Tick Remember me before you click OK.

8. Accept the connection

When Synergy support connects, accept the connection and approve the Request elevation.

9. Expect the Windows 11 warning

On Windows 11 a security warning appears each time and cannot be removed. In the remote options tick only the Printer option, and choose the printer marked (redirect) to print from the remote session.

Tips

- To allow more remote users at the same time, add user licences by quotation through sales.
- After a laptop is formatted or replaced, Synergy support reinstalls the remote app and the client by remote session.
- A far client PC connecting to another branch's main PC over ZeroTier is not recommended. It can be unstable, slow or hang.
- For files saved or exported over remote desktop and for the Windows 11 warning, see the guide Synergy Acc2026 - Getting Remote Help from Synergy Support.

Common problems

Cannot connect remotely to the main PC.

Check the main PC is on and online, that the ID came from the main PC, and that no one else is already connected. Then read System Audit.

ZeroTier is connected but the main PC cannot be reached.

Check the device is authorised, the adapter has a proper IP (not 169.254), ZeroTier is the latest version, and the firewall or antivirus is not blocking it.

The software says the user limit is exceeded, or remote users are full.

Make sure other remote users have logged out. If the count looks wrong, a stuck session may be counted. Contact Synergy support with the remote IDs of the main PC and the client PC, then reopen the software.

A service file is missing after a laptop is formatted.

Contact Synergy support. They replace it by remote session.

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