Synergy Acc2026 - Main PC Off, Frozen or Will Not Start

Use this guide when the main PC is off, frozen or will not start, and no client PC can open the system.

Before you start

- Know which PC is the main PC
- Have the PC model ready and note what the screen shows
- Find out if you have a recent backup

Steps

1. Find the main PC

The main PC has the ServerApp folder and shows the yellow Synergy icon. Client PCs show the blue icon. Make sure you are checking the main PC, not a client PC.

2. Switch it on and connect it

Switch the main PC on and connect it to the network (router or internet). Client PCs reconnect once it is online.

3. If it is stuck on a Windows update or restart

Hold the power button to force a shutdown, then power on again.

4. If remote tools cannot connect

If Task Manager will not open and remote tools cannot connect, restart the main PC (in one case twice) and connect again.

5. If Windows is damaged or the SSD has failed

Back up the data to an external hard disk, then reinstall Windows. A client user cannot simply be moved to another PC, so ask Synergy support first.

6. Reinstall and restore

The software is reinstalled and the latest backup is restored on the replacement PC. The repaired PC can later be set up as a client.

Tips

- Common causes are a power failure or sudden shutdown, a Windows update stuck at restart, corrupt Windows or a failing SSD.
- An expired maintenance contract delayed one reinstall, so renewal may be needed first.

Common problems

The PC will not boot at all

Only a technician can repair it. Contact Synergy support with the PC model and what the screen shows. In one case the PC was sent to Synergy to extract the data.

The Synergy icon is missing after a sudden shutdown

Check that you are on the main PC, then follow the steps above and contact Synergy support if it is still missing.

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

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