Synergy Acc2026 - Cannot Download the Remote-Access Installer or Install the Demo Licence

Use this guide when the PC cannot download the remote-access (ServerLink) installer, or the demo licence will not install. Work down the checks in order. If you are stuck, the last item says what to have ready for Synergy support.

Before you start

- Use a real Windows PC. A Mac, a Windows emulator or an ARM virtual machine cannot host the database.
- Know which antivirus is on the PC.
- Have a second PC or a phone with a hotspot, in case the first PC cannot download.

Steps

1. Create the remoteuser account first

Before installing the remote-access tool, create a Windows account named remoteuser in Control Panel > User Accounts.

2. Download the installer on another PC

If the PC cannot download the installer, use another PC that can. Tick "Only download setup (do not install)", then copy the setup file to the main PC and install it there.

3. Or change the connection

If downloads keep failing, change the DNS on the PC, or connect the PC to a phone hotspot, then download and install.

4. Let Java (JRE) install

JRE is required. It is downloaded and installed with the installer. Wait until the installation finishes.

5. If the demo licence will not install, deal with the antivirus

Turn the antivirus off. If it cannot be turned off, uninstall it. Bitdefender is one that blocked the demo installation.

6. Extract the full installer archive

If a message says an SQL file was not found, the archive was not fully extracted. Extract the whole archive so that the SQL folder (SQL_Win7_64) is there, then run the setup again.

7. Connect to the main PC from outside

For the remote-access tool, use the ZeroTier IP with port 38393 in the ServerLink admin tools, then restart the main server. If you are unsure, ask Synergy support and have the remote IDs of the main PC and your laptop ready.

Tips

- A trial licence can expire.

- If the SQL Server part will not install, see the guide "Synergy Acc2026 - Installing or Moving to a New PC" and "Synergy Acc2026 - What To Do When an Update or a New PC Does Not Work". For remote sessions and the remote user limit, see "Synergy Acc2026 - Getting Remote Help from Synergy Support".

Common problems

It still cannot download or install.

Contact Synergy support. Have ready: the Windows version, the antivirus name, a screenshot of the error, and whether the archive was fully extracted.

Remote access shows an IP starting with 169.254, or cannot connect.

See the guide "Synergy Acc2026 - Getting Remote Help from Synergy Support" for the ZeroTier checks.

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