Synergy Acc2026 - Reports Will Not Open on a PC

Use this guide when reports do not open on a PC, especially a new or freshly formatted client PC.

Before you start

- Know which PC the problem is on
- Access to the main PC, where the ServerApp folder is

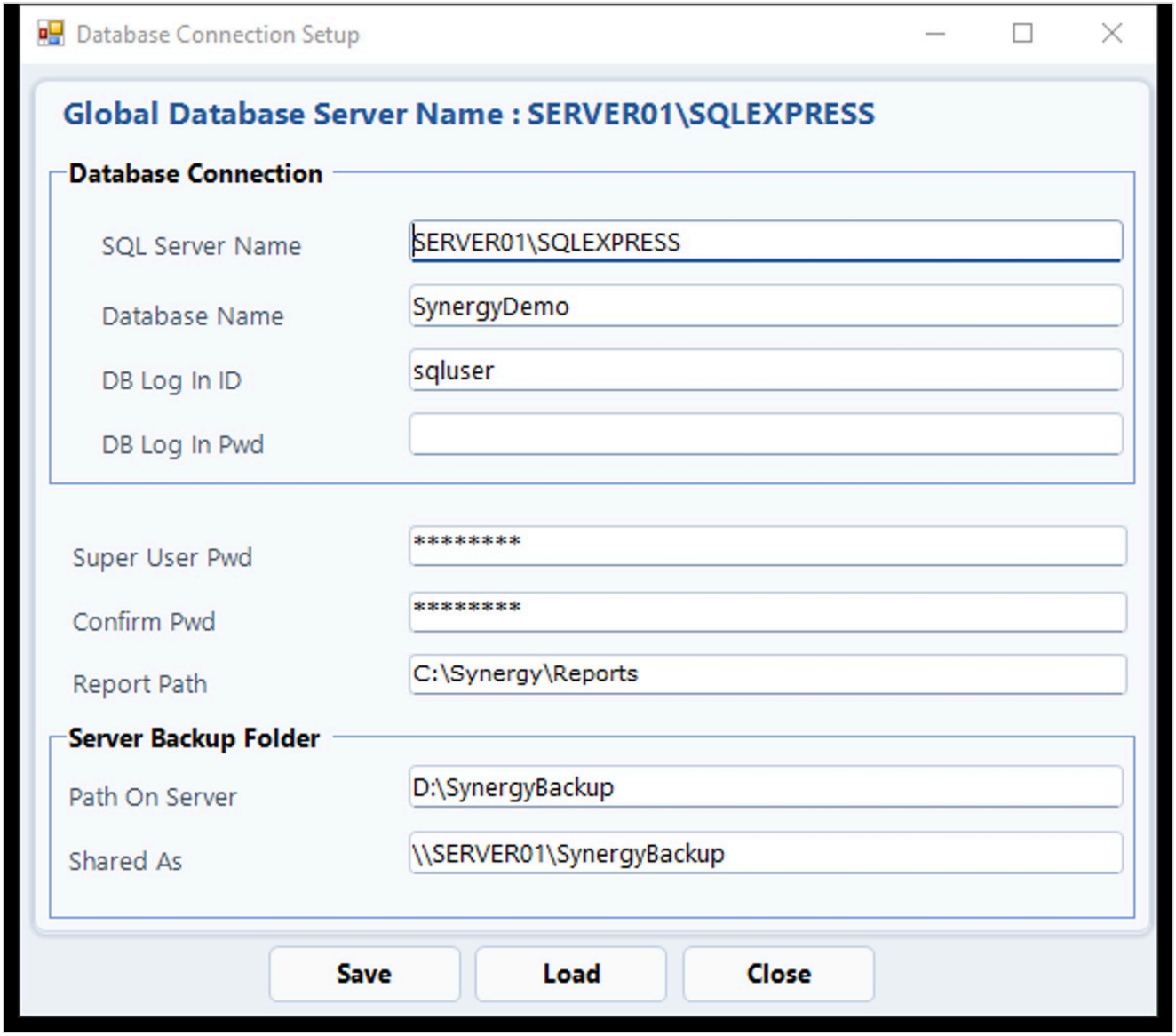
Steps

1. Open Database Connection Setup

On the PC where reports will not open, open Database Connection Setup.

2. Check the report path

Check that the report path points to the shared ServerApp folder on the main PC. A wrongly copied path is a known cause.



3. Check the sharing on the main PC

Make sure the ServerApp folder on the main PC is shared, and that its sharing and security permissions are set.

Common problems

Reports still do not open

Contact Synergy support.

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

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