Synergy Acc2026 - Software Will Not Open After an Error (.NET or Crystal)

Use this guide when the software will not open, the icon does nothing after an error, or a Crystal report error appears at start and reinstalling Crystal does not help. Work down the checks in order. Not every cause is known, so the last check says what to have ready for Synergy support.

Before you start

- Take a screenshot of the error, or write down its exact words.
- Know which PC it is (main PC or client PC) and which Windows version it has.

Steps

1. Check .NET Framework 3.5 is installed

Open Windows Features and tick .NET Framework 3.5. Then try to open the software again.

2. If .NET Framework 3.5 will not install, repair Windows files

Run sfc /scannow first, and when it finishes run DISM /Online /Cleanup-Image /RestoreHealth. Then reinstall .NET Framework 3.5 and try again.

3. Still failing: ask Synergy about an offline install

In one case .NET Framework 3.5 was switched on offline from a Windows source folder (the sxs folder) after the repair, and the software then opened. This step is done with Synergy support. Contact Synergy support if the first two checks did not work.

4. A Crystal error at start, and reinstalling Crystal did not help

Check the report path in Database Connection Setup. If the path is right, the disk may have damaged files. In one case the fix was to run chkdsk /f /r, restart the PC, then run sfc /scannow and DISM /Online /Cleanup-Image /RestoreHealth.

5. Look at the disk if errors keep coming back

Damaged file records can mean the disk is failing. Make sure you have a recent backup on a pendrive or cloud drive, and think about replacing the disk.

6. Contact Synergy support

If the software still will not open, contact Synergy support. Have ready: the screenshot of the error, the PC name, the Windows version, what you have already tried, and your latest backup location.

Tips

- Reinstalling Crystal alone did not fix a Crystal error at start in the cases we have seen.
- For installers that will not finish, see the guide "Synergy Acc2026 - Installing or Moving to a New PC". For reports that hang or will not open once the software is running, see "Synergy Acc2026 - When a Report Hangs or Will Not Open".
- Keep daily backups on a pendrive or cloud drive, and keep a copy away from the main PC.

Common problems

The software icon does nothing after an error.

Start with .NET Framework 3.5 (checks 1 to 3).

A Crystal error appears and the software cannot start.

Check the report path first, then the disk check in check 4.

The error text is not clear to you.

Send Synergy support a screenshot. The exact words of the error help to find the cause.

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

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