Synergy Acc2026 - User Limit Exceeded When Logging In

This guide helps when the program says the user limit is exceeded, or a remote user cannot connect or knocks the head office user out. Work down the checks in order. Adding more users and closing a stuck session are done by Synergy, and the guide says what to have ready.

Before you start

- The exact message on the screen.
- Whether the user is a remote user or a head office (HQ) user.
- How many users your licence covers and how many people are logged in now.
- Whether the computer was changed recently.
- The remote access IDs of the main PC and of the client PC that shows the message.

Steps

1. Is it the remote licence or the head office licence?

Find out which user is blocked. A remote user who logs in can disconnect the head office user when the remote licence only allows one remote user. Note which one is affected before you go on.

2. Count who is logged in

Compare the number of users you paid for with the number of people logged in at this moment. The limit is for users working at the same time, not for the number of names you created.

3. Remote users: one licence is one user at a time

One remote licence allows one remote user at a time. If another remote user is logged in, ask that person to log out first, then try again.

4. Check if a closed session is still counted

If the message appears although few people are working, a client session that got stuck may still be counted as a user. If you suspect this, go to the next step.

5. Still wrong? Ask Synergy to reset the count

Only Synergy can close a stuck session so that the user count is corrected. Contact Synergy and have ready the remote access IDs of the main PC and of the client PC, the exact message, and how many users you paid for. They connect to both PCs, close the stuck session, and you then reopen the software.

6. Need more people working at the same time?

To allow more users at the same time, user licences must be added by quotation from Synergy sales. Extra users are a sales matter and cannot be added from inside the program. Read the guide "Synergy Acc2026 - How to Get a Quotation to Add Users, Modules or Shops".

7. Did the computer change, or was it a trial licence?

A remote licence stays activated unless the computer is changed. If the PC was changed, or the licence was a trial that has expired, it needs to be handled by Synergy. Read the guide "Synergy Acc2026 - Licence: Changes and Problems".

Tips

- For how a remote user logs in and how remote help works, read the guide "Synergy Acc2026 - Getting Remote Help from Synergy Support".
- If you cannot log in for another reason, read the guide "Synergy Acc2026 - What To Do When You Cannot Log In".
- Tick Remember me before clicking OK when a remote user logs in.

Common problems

We paid for 3 users but the program says the user limit is exceeded.

A client session that was not closed may still be counted. Contact Synergy to close it on the main PC and the client PC. Have both remote IDs ready.

A remote user logs in and the head office user is disconnected.

The remote licence allows one remote user at a time, so head office and the remote user cannot share one login. Ask Synergy for a quotation if you need more users at the same time.

We want 14 people working at the same time but only 10 can.

Each extra user at the same time needs a user licence. Ask Synergy sales for a quotation for the number you need.

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