# Synergy Acc2026 - What To Do When a Backup or Restore Has a Problem

Use this when a backup reminder keeps appearing, the disk is full, a restore fails, or SynBackup says restoring after an update. Work down the checks in order. Each step names the full guide to read next.

## Before you start

- Which drive is full and how much space is left.
- The date of the newest file in the Autobackup folder.
- The exact error text (take a screenshot) and whether this is the main PC or a client PC.

## Steps

### 1. SynBackup says restoring after a software update

The Restoring [SynBackup] message is a step of the database upgrade that runs after a software update. Do not restart SQL Server or the PC and do not close the program while it is running. Wait for the upgrade to finish, which ends with Database upgraded successfully. If the software still cannot start after the upgrade has finished, contact Synergy support. Full guide: Synergy Acc2026 - Updating the Program

### 2. A backup reminder or warning keeps appearing

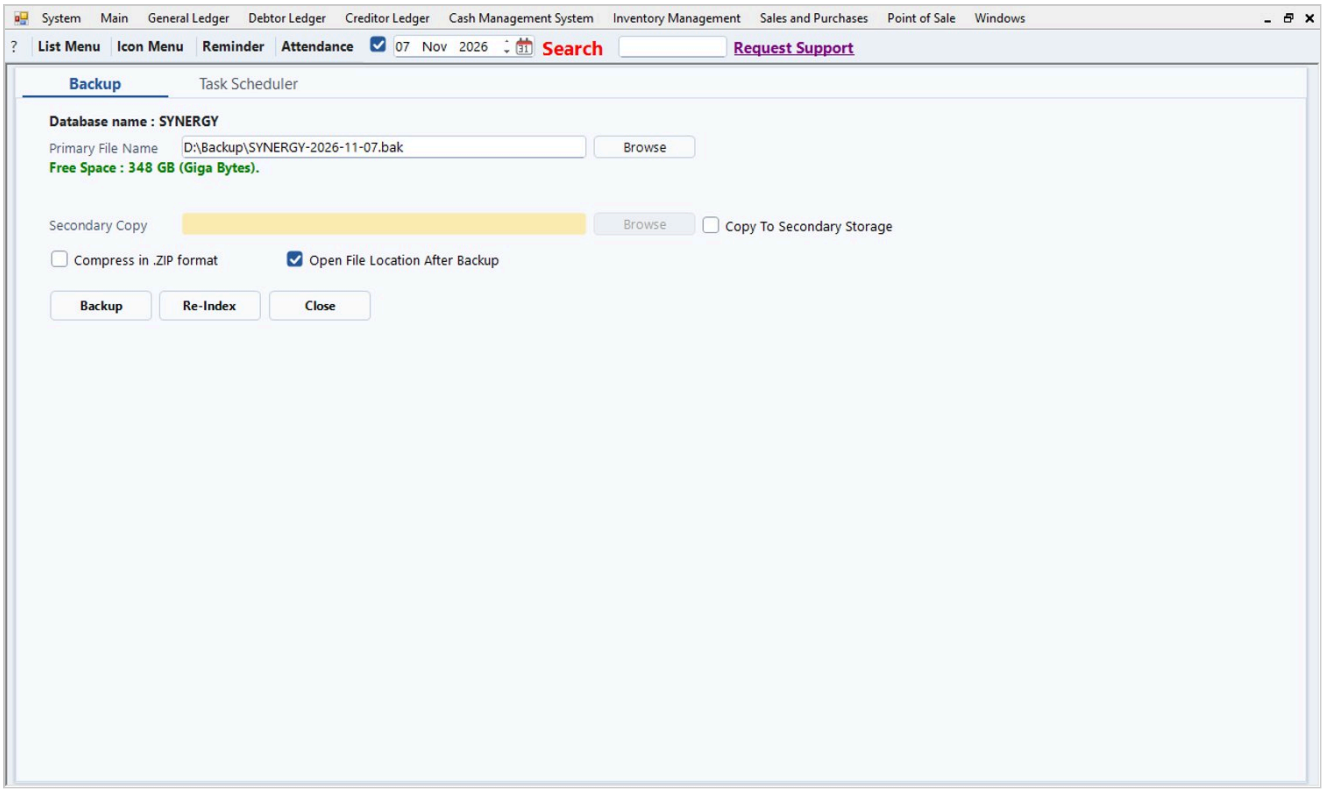
The automatic backup may not have run, and a full disk is a common reason. Open the SynSoft folder, then the Autobackup folder, and look at the dates. The files are named by date. Delete old auto-backup files and check that a new dated file appears. Full guide: Synergy Acc2026 - Backing Up Your Data

### 3. The C drive is full

Delete old auto-backup files in the Autobackup folder. Move Excel and Word files from the desktop and Downloads to another drive and empty the recycle bin. Keep the most recent week of backups on the main PC. Full guide: Synergy Acc2026 - Backing Up Your Data

### 4. The backup was never set up, or you need it for several databases or an external drive

Only two backup locations can be used at the same time, and they share the same schedule, for example daily to the C drive and to another drive. If you save a secondary-copy backup, create a folder first, because it cannot be saved directly to the desktop. To set up automatic backup for several databases or an external location, contact Synergy support with the pendrive or external drive plugged in. Full guide: Synergy Acc2026 - Back Up the Database

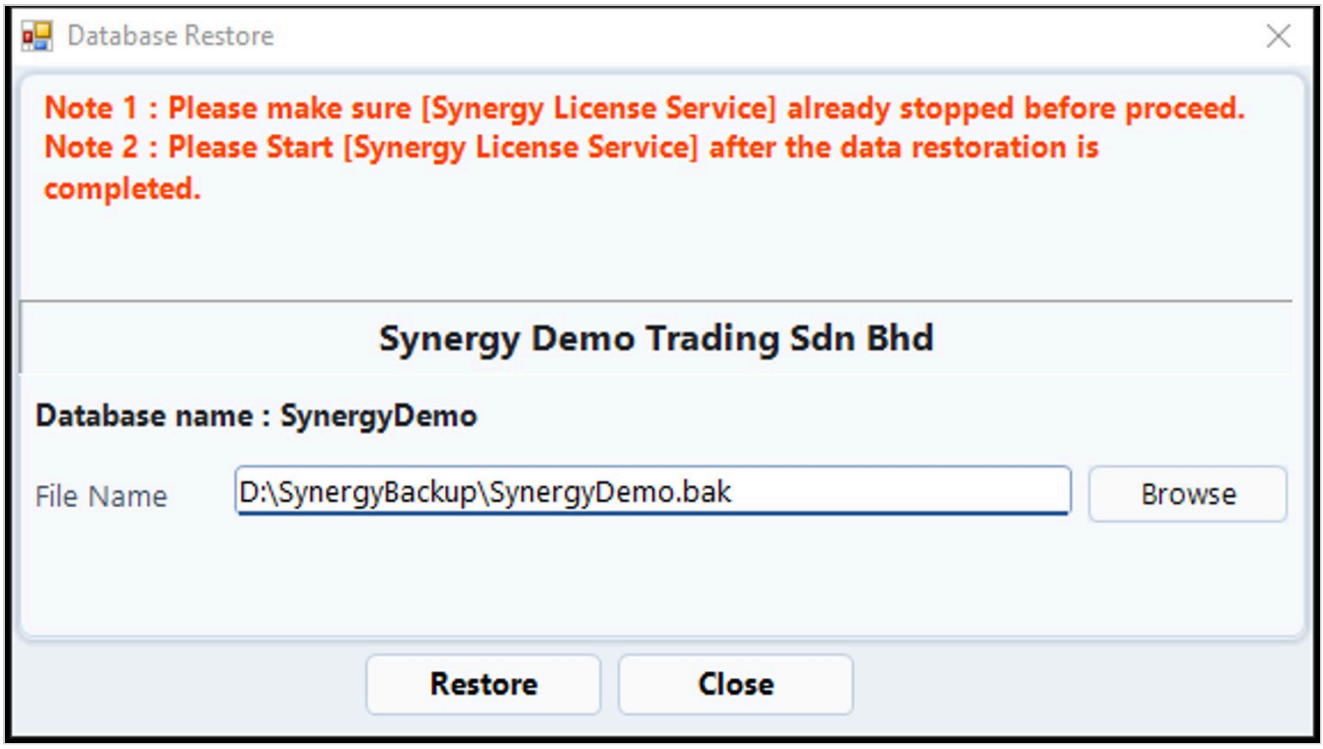



## 5. You want a manual backup on a pendrive or external disk

Follow the Manual Backup guide. A pendrive and an external harddisk are both fine. Back up the database before the PC is upgraded, and keep a copy away from the main PC. Full guide: Synergy Acc2026 - Backing Up Your Data

## 6. The restore fails with an error

If the backup was made with the zip option, unzip it to a .bak file first, because a zipped backup cannot be restored directly. The PC may have an older SQL Server version than the one that made the backup. In one case a SQL 2017 backup would not restore on SQL 2008 until SQL 2017 was installed. On the Database Restore screen, You don't have access to Database Backup Folder means the shared backup folder cannot be reached, so check the backup folder in Connection Setup. Full guide: Synergy Acc2026 - Restore a Database from a Backup




## 7. The main PC shows the restored data but a client PC still shows current data

On the main PC, go to Service Agent > Increase version so the client PCs update to the restored data. Tell your staff that the client PCs will then show the restored data. Full guide: Synergy Acc2026 - Restoring a Backup

## 8. You want to reopen an old company, or you have no backup

Find any backup you kept, on a pendrive, an external disk or a cloud drive. An old company may have no backup saved, and without one it cannot be restored. If there is no backup at all, only a blank database can be installed, and a branch can get its items back by downloading from HQ. Contact Synergy support. Full guide: Synergy Acc2026 - Restoring a Backup

## 9. The main PC is down and nobody can work

The main PC is the server, so there is no other way to operate while it is down. In an emergency, the software can be installed on a client PC and the backup restored there, with support confirming that your licence can run on that PC. Restoring replaces everything in the database and anything entered after the backup is lost, so restore only on the PC that will be the new main PC with everyone else out of Synergy. Then point the other PCs to it in Connection Setup. Full guide: Synergy Acc2026 - Main PC Off, Frozen or Will Not Start

## 10. A database error appears after a power cut

Wait a few minutes after switching on, then restart the SQL Server service and the Synergy licence or service agent services. Do not repair an Emergency or suspect database yourself. If the database is corrupt, the latest automatic backup is restored. Contact Synergy support with the exact error text and the date of your latest backup. Full guide: Synergy Acc2026 - IT: Checking the Database and Services After a Power Cut

## Tips

- Keep several recent backups. Do not delete the old ones, because the newest backup may be bad or may have been made after a mistake.
- Restoring replaces everything in the database on that PC. Anything entered after the backup was made is lost, and the system disconnects all users.
- Client PCs do not hold the database. It lives on the main PC, and there is no mirror of it.

## Common problems

**Please provide the filename of the backup to restore from**

The File Name box is empty. Click Browse and choose the file.

**File ... does not exist**

The file path is wrong. Choose the file again.

**The restore stops at once.**

Check the backup folder and ask everyone to exit the program before you try again.

**If .NET 3.5 will not install after a reinstall.**

Ask Synergy support to help. They can enable it in a remote session.

**It still does not work.**

Contact Synergy support. Have ready the backup file, the SQL version, the branch name and the error text.

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

*Synergy Acc2026 - Guide date 2026-10-30. Internal draft: not yet reviewed by Synergy staff.*