

# Troubleshooting

## I get the error "Could not load file or assembly 'RedGate.SqlClone.Unmanaged.dll' or one of its dependencies. The specified module could not be found".

This is usually because you don't have the Microsoft Visual C++ 2013 and 2015 Redistributable Packages installed. If prompted, please install the x64 versions. You can download them here:

<https://www.microsoft.com/en-us/download/details.aspx?id=40784>

<https://www.microsoft.com/en-us/download/details.aspx?id=48145>

## I get the error "There are no data files for database" when doing a snapshot

This is usually because the user connecting to the server does not have permissions to list the files associated with a database. You should grant the VIEW ANY DATABASE permission to the user:

```
GRANT VIEW ANY DATABASE TO CloningUser
```

## SQL Server says that the device is not ready when I try to access a clone

This occurs because the clone is not online. Ensure that the snapshot file is accessible, then [restore the clones](#).

If the snapshot or clone data files are no longer available, it will not be possible to restore the clone. Drop the database and remove the data using [Remove -InstantCloneClone](#) with the `-onlyData` flag.