

Getting set up

The majority of SQL Clone installation issues occur because the OS does not have the latest updates.

Install the latest OS updates, and check the [requirements](#) and [limitations](#) pages to ensure your system is compatible before proceeding.

Server installation

Error 1603 Service ... could not be installed. Verify that you have sufficient privileges to install system services.

See Microsoft's [troubleshooting page](#) for this error which can have several causes. There may be a [log file](#) containing more information.

Problems during configuration wizard

This usually happens when the installed service cannot start. Check the Application section of the Windows Event Viewer for extra information.

Agent installation

Error 1923. Service ... could not be installed. Verify that you have sufficient privileges to install system services.

This can also mean a service with that name already exists. Ensure any previous SQL Clone installations are removed, and try again.

"Could not load file or assembly 'RedGate.SqlClone.Unmanaged.dll' or one of its dependencies" error during SQL Clone Agent installation

When the SQL Clone Agent installation fails, you might see an error among Windows Application Event Logs, which is similar to below one:

"Could not load file or assembly 'RedGate.SqlClone.Unmanaged.dll' or one of its dependencies" error

```
System.IO.FileNotFoundException: Could not load file or assembly 'RedGate.SqlClone.Unmanaged.dll' or one of its dependencies. The specified module could not be found.
File name: 'RedGate.SqlClone.Unmanaged.dll'
at RedGate.SqlClone.Agent.Service.SqlCloneSetup.InitializeAgent()
at RedGate.SqlClone.Agent.Service.RegisteredAgentLifetime.CreateRegisteredAgentLifetime(AgentSettings settings, X509Certificate2 certificate, CancellationTokentokenSource cancellationTokentokenSource, ILogger logger, Boolean retryRegistration)
at RedGate.SqlClone.Agent.Service.AgentServiceTask.<>c__DisplayClass8_0.<RegisterAndStartAsync>b__0()
at System.Threading.Tasks.Task`1.InnerInvoke()
at System.Threading.Tasks.Task.Execute()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess(Task task)
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at RedGate.SqlClone.Agent.Service....
```

This can happen when Microsoft Visual C++ 2015 Redistributable (x64) is not installed correctly on the machine. SQL Clone Agent installer currently tries to install this dependency if it's not already there. However, the installation is not performed correctly when you do not have [KB2919355](#) installed. KB2919355 also requires [KB2919442](#) installed prior to installing it. In order to fix this issue, you need to follow the below steps in given order:

- Download the appropriate version of [KB2919442](#) depending on your Windows version and install it.
- Download the appropriate version of [KB2919355](#) depending on your Windows version and install it.
- Restart Windows.
- Download [Microsoft Visual C++ 2015 Redistributable \(x64\)](#) and install it.
- Retry the installation of SQL Clone Agent.

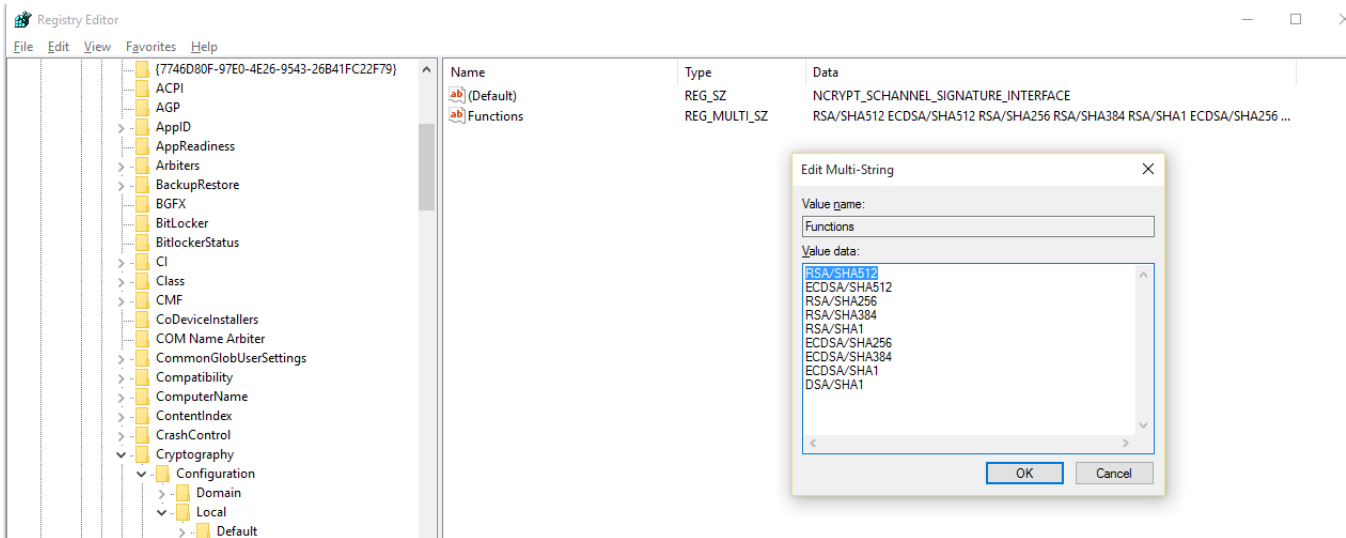
"An existing connection was forcibly closed by the remote host" error during SQL Clone Agent installation

When the SQL Clone Agent installation fails, you might see an error among Windows Application Event Logs, which is similar to below one:

"An existing connection was forcibly closed by the remote host" error

```
System.Net.Http.HttpRequestException: An error occurred while sending the request. ---> System.Net.WebException: The underlying connection was closed: An unexpected error occurred on a send. ---> System.IO.IOException: Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host. ---> System.Net.Sockets.SocketException: An existing connection was forcibly closed by the remote host
   at System.Net.Sockets.Socket.EndReceive(IAsyncResult asyncResult)
   at System.Net.Sockets.NetworkStream.EndRead(IAsyncResult asyncResult)
   --- End of inner exception stack trace ---
   at System.Net.TlsStream.EndWrite(IAsyncResult asyncResult)
   at System.Net.ConnectStream.WriteHeadersCallback(IAsyncResult ar)
   --- End of inner exception stack trace ---
   at System.Net.HttpWebRequest.EndGetRequestStream(IAsyncResult asyncResult, TransportContext& context)
   at System.Net.Http.HttpClientHandler.GetRequestStreamCallback(IAsyncResult ar)
   --- End of inner exception stack trace ---
   at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess(Task task)
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at RedGate.SqlClone.Agent.ManagementServiceClient.JsonHttpClient.<Post>d__5`2.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess(Task task)
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at RedGate.SqlClone.Agent.ManagementServiceClient.RegistrationClient.<Register>d__2.MoveNext()
```

This error may occur when [SHA512 is disabled in Windows when you use TLS 1.2](#) on the machine where you are trying to install the SQL Clone Agent on. You can check whether this is the case by looking at the "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Cryptography\Configuration\Local\SSL\00010003" REG_MULTI_SZ registry value and see if you can see "RSA/SHA512" there like you do in below image:



We have dropped this requirement starting from [the version 0.7.4 release of SQL Clone beta](#). If you had this issue with any older versions of SQL Clone, you can follow the below steps to resolve the issue:

- Uninstall SQL Clone Agent from the machine that you are having problems with
- Remove "SQL Clone Agent" certificate from local machine certificate store
- Upgrade the SQL Clone server to latest available release
- Download SQL Clone Agent from the SQL Clone Web UI and install it

Could not execute "...VCRedist2015": Installation error 1 when running

Ensure your system is 64-bit, there are no plans to support 32-bit operating systems.