

# Troubleshooting

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.

## How to access SQL Clone

## Log locations

## Installation Issues

- "An existing connection was forcibly closed by the remote host" error
- "Could not load file or assembly 'RedGate.SqlClone.Unmanaged.dll' or one of its dependencies" error
- Agent communication problems during install configuration
- Could not execute "...VCRdist2015": Installation error 1 when running
- Error 1603 Service ... could not be installed. Verify that you have sufficient privileges to install system services.
- Error 1923. Service ... could not be installed. Verify that you have sufficient privileges to install system services.
- Problems during configuration wizard

## Common Issues

- "Initialization of SQL Clone failed" after a reboot
- "Login failed for user..." - 'orphaned users' problem
- "Pad block corrupted" after changing the user that SQL Clone Server runs as
- "The operating system returned error 21(The device is not ready.) ..."
- The files behind the Clone have grown to be very large
- The requested operation could not be completed due to a file system limitation (Win32Exception)
- The web app is stuck "loading"