

# Installing an Agent to create an Image

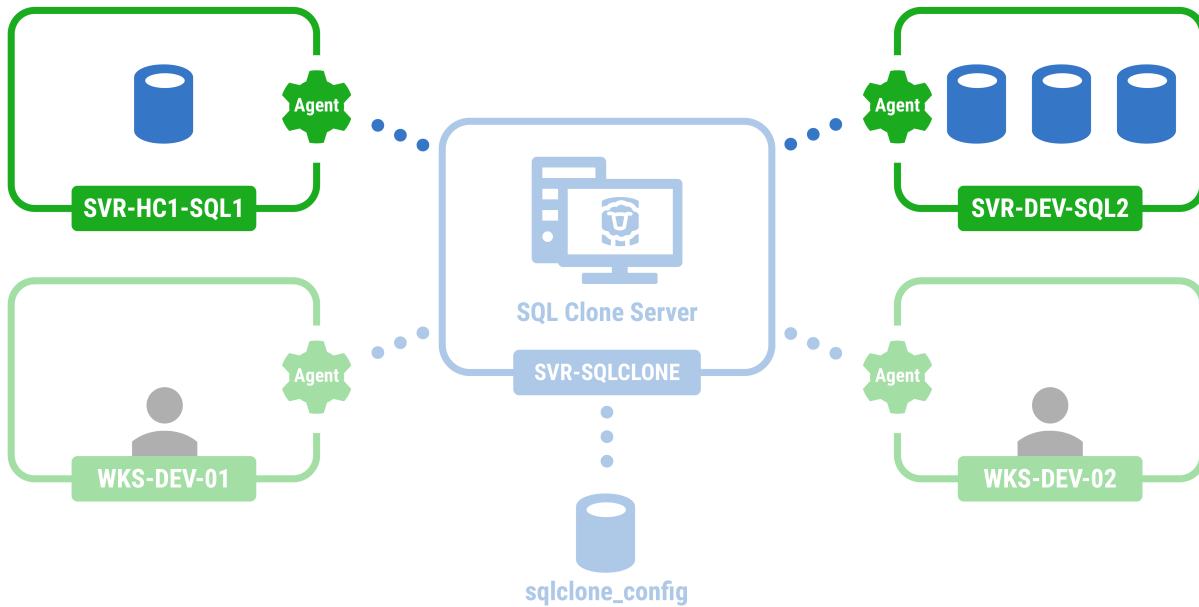
## Installing SQL Clone agents

Once you have installed SQL Clone Server, you will need to install one or more SQL Clone agents. You will need to install an agent on every machine with SQL Servers that hosts databases you wish to make a copy of.

Note: If creating an image from a backup, the version of the SQL Server instance on the Agent machine should be the same or higher than the backed up database.

The SQL Clone agent installed can be downloaded from the home page of the server's web app.

### SQL Clone Sample Architecture



The agent installer requires a **username** and **password** for the agent service. These credentials will also be used to connect to databases if you choose "windows authentication" within the tool.

The screenshot shows the **SQL Clone Agent Setup** window. It features a red shield icon with a white 'U' and a yellow key icon. The text reads: **Provide a Windows user account that has local administrator privileges.** Below this, it asks "Why does the agent need this?". There are two input fields: **Windows username** (with a small 'i' icon) and **Windows password**. At the bottom, there are two buttons: **Set up agent** (blue) and **Go back** (light blue).

See [Requirements](#) for more information about what permissions the agent user requires.

## Troubleshooting the install

- "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