

# Agent communication problems during install configuration

If you receive an error message during the install configuration, it's usually due to the low-level operating system security configuration. This article explains how to generate a network tracing log to help our support team diagnose the issue with you

While the error message you received is still open:

- In Services.msc, ensure the SQL Clone Agent windows service is in the "Stopped" state.
- Navigate to "C:\Program Files (x86)\Red Gate\SQL Clone Agent w.x.y.z\" on the machine where you are installing the SQL Clone Agent.
- You will see a file called: "RedGate.SqlClone.Agent.Service.exe.config" there. Open this file up with a text editor and add this section immediately under the opening <configuration> tag:

```
<system.diagnostics>
  <sources>
    <source name="System.Net" tracemode="includehex" maxdatasize="1024">
      <listeners>
        <add name="System.Net" />
      </listeners>
    </source>
    <source name="System.Net.Sockets">
      <listeners>
        <add name="System.Net" />
      </listeners>
    </source>
    <source name="System.Net.Cache">
      <listeners>
        <add name="System.Net" />
      </listeners>
    </source>
  </sources>
  <switches>
    <add name="System.Net" value="Verbose" />
    <add name="System.Net.Sockets" value="Verbose" />
    <add name="System.Net.Cache" value="Verbose" />
  </switches>
  <sharedListeners>
    <add name="System.Net" type="System.Diagnostics.TextWriterTraceListener" initializeData="network.log" />
  </sharedListeners>
  <trace autoflush="true" />
</system.diagnostics>
```

- Save and close the file.
- In Services.msc, Start the SQL Clone Agent windows service and ensure it reaches the "Started" state.
- While it's running, observe the event logs through Event Viewer for any errors from the SQL Clone Agent. Once you see the error that prevents it connecting to the management service, stop the SQL Clone Agent Windows service.
- Navigate to "C:\Program Files (x86)\Red Gate\SQL Clone Agent w.x.y.z\" on the machine where you have SQL Clone Agent installed.
- Please send us the file called "network.log" from there.