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Solutions to Common Problems

/jakarta/isapi_redirect.dll file not found

This error usually means that your IIS site doesn't have the "jakarta" directory in it. The "jakarta" virtual directory is the path that the connector uses to send requests off to Tomcat for processing, so it is required for every site that needs CFML processing functionality.

Welcome Page instead of Web Site

If you get the Railo Welcome page instead of the web site that you're trying to reach, the most likely cause is because you haven't updated the Tomcat server.xml file to tell Tomcat where to find the files for that site. See the [Adding New Sites](#) page for details on how to add sites to your system.

IIS7 Error: LoadLibraryEx on ISAPI filter

The Cause

This particular error is caused by the Tomcat connector being the wrong bit type for the IIS Application pool. Either you've installed a 64-bit connector on a 32-bit IIS Application Pool, or you've installed a 32-bit connector on a 64-bit IIS Application Pool.

The Fix

The fix for this is simply to replace the connector that's been installed with a connector of the right bit type - both of which are packaged along with the Railo installer files as of version 3.1.2.001-p11-alpha1. Look in your c:\railo\connector\ directory and you should see both connector DLL files. The connector that has a bit type specified in the name is the connector that is NOT in use at the moment.

- Note on IIS 7.5
 - It's important here to have a clear understanding as to what Enable 32 Bit Applications means. For IIS 7.5, Enable means Only Allow 32 Bit Applications. If you change the default bit type in Application Pool Defaults to 32, IIS will create all new AppPools with 32 bit enabled preventing 64 bit apps from running. Additionally, IIS overrides individually set Application Pool settings and breaks all 64 bit websites. In order to have a mixed 32/64 bit environment you MUST have Application Pool > Enabled 32 bit Application set to FALSE. To allow an individual site to run 32 bit apps, you need to click on the Application Pool you want to change and click Advanced Settings from the right column to change it.

"Railo-Tomcat Service" Access Denied Error

When you attempt to run the Tomcat Service Controls you get a "Permission Denied" message. This occurs because the Tomcat Service Controls need administrative rights in order to function properly. There are several ways in which you can address this problem:

- Add your User Account to the Administrators group (recommended)
- Right-click the link and select "Run as Administrator"
- Log in as the Administrator user in order to manage Railo/Tomcat

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