

KNOWLEDGE BASE · PUBLIC DOCUMENT

What your hosting IP address is and where to find it

cPanel & WHM

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<https://www.meu.interweb.co.mz/knowledgebase/254>



“What is my server’s IP?” is one of the questions we get most - usually because someone outside asked for it: a developer, a client’s IT department, or a service that needs to allow your hosting through.

Do not confuse it with *your* IP. There are two different addresses and they are easy to mix up. The **hosting IP** belongs to the server your site lives on. Your **public IP** is the one you are browsing from - that is the one we ask for when you get blocked by the firewall, explained in **how to find your public IP address**.

Where to find it, in ten seconds

1

Sign in to cPanel - see **how to access the cPanel Control Panel** if you need to.

2

Look at the right-hand column, in the **General Information** block.

3

Find the **Shared IP Address** line. That is your hosting IP.

It also shows in Meu Interweb. Open **Services**, click your plan, and the server address is in the details next to the server name. See also **your cPanel access details**.

If you have a VPS or a dedicated server

There the address is yours alone, and it lives elsewhere: in Meu Interweb, open **Services**, click the server, and the **Dedicated IP** field shows it in the details. It also arrives in the service activation e-mail.

If you ordered additional addresses, the rest do not fit in that field - ask us for the list. And what changes between having an IP of your own and sharing one is in **dedicated or shared IP: which one you need, and when**.

Shared does not mean insecure

On a shared hosting plan the same IP serves several sites. That is normal and it is how most of the web works: the server tells sites apart by the **name** the browser asks for, not by the address.

If you genuinely need an address of your own - because an external system demands it, say - that exists, but it means a plan with a dedicated IP. Tell us what it is for and we will tell you whether it is worth it.

Careful: what the world sees may be different

If you put the domain behind Cloudflare, or any similar service, a lookup from outside returns **that service's** IP and not the server's. That is not a fault - it is precisely the point.

So when someone asks for "the server IP", the right value is the one in cPanel, not the one a *ping* to the domain returns. To see what is published, use **how to check a domain's DNS**.

What it is usually needed for

Situation	What to hand over
Creating an A record	The hosting IP - see DNS records explained
Allowing it through a company firewall	The hosting IP, so they let through connections coming from your site
Connecting to the database remotely	The IP of whoever connects , not the server's - and it has to be authorised in cPanel
Unblocking yourself	Your own public IP - see how to unblock your IP address

Cannot find the address, or not sure which of the two you were asked for?

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