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How to unblock your IP address

Support & Account

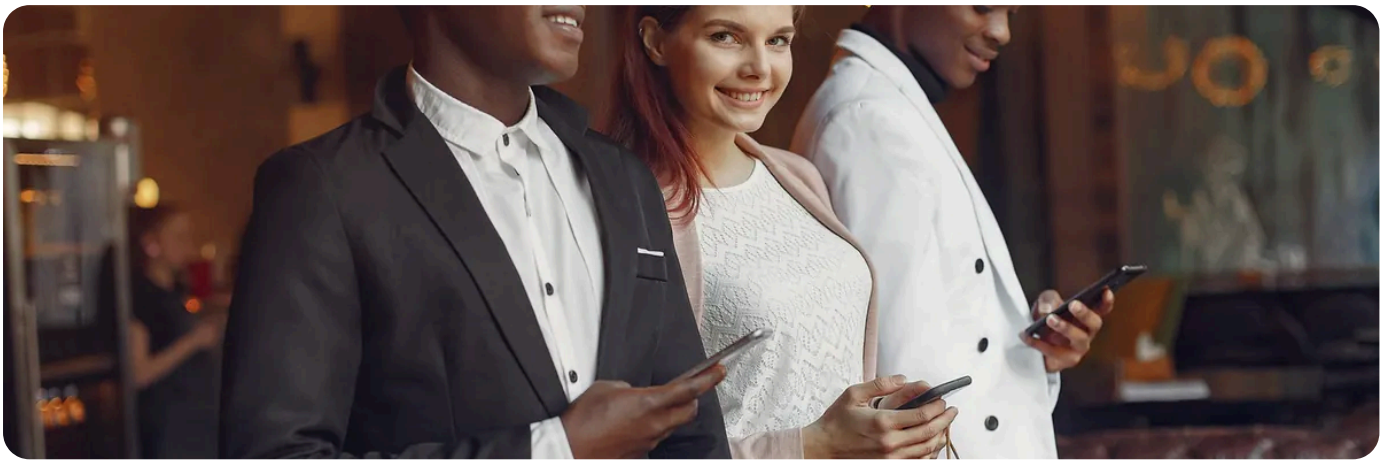
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How to unblock your IP address

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Our servers run a firewall that automatically blocks IP addresses with too many failed access attempts. It is necessary protection against attacks - but sometimes it catches the site owner instead. There is a tool in My Interweb to unblock yourself in seconds.

How to tell this is what happened

The giveaway is **everything failing at once, and only for you**:

- ○ The website, cPanel and webmail all stop opening together
- ○ The page loads forever, or times out - rather than showing an error message
- ○ E-mail in Outlook or on your phone stops syncing
- ○ **But it works on mobile data**, or on another network

The decisive test:
Turn off Wi-Fi on your phone and open the site over mobile data. If it works that way but not at the office, the problem is not the site - it is your network's IP being blocked.

Unblocking

1. Sign in to your **My Interweb**. If the page will not open at all, use your phone's **mobile data** - see the note below.

2. Under the **Support** menu, open **Unblock IP Address**.

3. Your IP address is filled in already. Check it is the blocked network's address and press **Check for IP Block and Remove**.

4. The tool searches the servers for the block and removes it. If one is found, it shows *IP Block was removed from server* along with the reason for the block.

Cannot even open My Interweb?
That is expected - the block affects everything on that server. Turn off Wi-Fi and use **mobile data**, which has a different IP. Log in that way, but **enter the blocked network's IP in the form**, not your phone's - the field is pre-filled with whichever address you are browsing from.

Why you were blocked

The firewall counts failed attempts. Past a certain number, it blocks the IP for a while. These are the usual causes:

Cause	How it happens
Old password in a mail client	The number one cause. Outlook or a phone retries every minute with the wrong password, and the firewall blocks it
Failed cPanel or webmail logins	Several attempts in a row with the wrong password
Misconfigured FTP	An FTP client retrying connections with wrong details
Shared network	In an office everyone leaves through the same IP - one colleague's mistake blocks the whole team

If it blocks again within minutes, do not keep unblocking.
Something is retrying with the wrong password, over and over. Almost always it is an e-mail account configured on a phone or computer you had forgotten about. Fix the password there first, then unblock.

Stopping it happening again

- [ ] After changing an e-mail password, update it **on every device** - phone, laptop, tablet
- [ ] Remove old e-mail accounts from devices you no longer use
- [ ] If you cannot remember a password, reset it rather than guessing
- [ ] Check your e-mail ports - wrong settings cause repeated connection failures

The tool has a
limit on how many times it can be used
in a given period. If you reach it you will see *You have reached the maximum amount of unblock requests* - open a support ticket and we will handle it manually.

NEED A HAND?

Tool did not fix it, or it keeps blocking? Send us your IP address.

Open a support ticket →

Not sure what your address is? See **how to find your public IP** - it takes ten seconds and it is the first thing we need.

How many attempts before a block

In cPanel, three failed sign-in attempts are enough for the firewall to block the IP address the attempts came from. In My Interweb, three failed attempts also block that IP, for 15 minutes; after that you can try again. A saved old password in an e-mail program or an FTP client counts as a failed attempt every time it reconnects, so update it everywhere before you unblock.

SEE ALSO

- **How to open a support ticket and see the history** →
- **How to contact Interweb** →
- **How to change your registration e-mail** →
- **Need hosting? See the plans.** →

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