Cannot Open Your Website or cPanel from Your Computer? Your IP May Be Blocked

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cannot-access-website-cpanel-ip-blocked/

In short: If you cannot open your website, cPanel and webmail from your computer while they open from another network, your IP address was most likely blocked by the firewall after repeated failed logins (to the control panel, webmail, or an email program with an old password). Restart your router to get a new IP, or open a support ticket so we remove the block, then fix the password on all your devices.

The problem

Sometimes your website does not open, there is no outage notice in the client area, and you also cannot reach cPanel (yourdomain.com:2083) or webmail (yourdomain.com:2096).

Free tool from Hyyat Host

What is my IP?

See your public address, its type, country and reverse name in a second.

Open the tool

Why it happens

Most likely, your IP address was blocked by the server firewall. For security, our servers run a firewall that watches failed login attempts. After a number of failed logins from one IP address, that address is blocked for a while; if the failures continue, the block can last longer.

Common causes

- **Too many failed logins to cPanel or webmail.** If you are not sure of your password, reset it from the client area instead of trying again and again.
- **An email program with an old password.** Outlook or a phone with a wrong or old password keeps trying to connect (POP3, IMAP or SMTP) and gets your IP blocked.
- **Several devices on one network.** If one device in your office has wrong settings, the whole office, which shares one public IP, gets blocked.

Free tool from Hyyat Host

Is my website down?

Check your site from outside your network: down for everyone or just you, and what the error means.

Open the tool

How to fix it

1. Restart your router to get a new IP address (if your IP is not fixed).
2. If your IP is fixed, find it by searching for "what is my ip" and open a support ticket with it so we can remove the block.
3. Fix the email password on every device, or reset it from cPanel or the client area.

See also cannot log in to cPanel with the correct password.

Related service: Hyyat Host shared hosting is protected by a server firewall, with support that replies within 24 hours.

Need this service from Hyyat Host?Our team handles it for you, with support replying to tickets within 24 hours at most.

Web HostingSaudi Hosting