Fixing “IP address has changed” When Logging in to cPanel

cPanel Guides · https://www.hyyat.com/en/knowledgebase/fix-cpanel-ip-address-has-changed/

Why it appearscPanel ties your session to the IP address you logged in from. If that address changes while you work, it closes the session to protect you, and the message appears. The fix is usually to turn off a VPN or browser proxy, or switch from mobile data to a fixed network, then log in again.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-cpanel-ipchanged-en.mp4?_=1

A question we often get: "I log in to cPanel and a minute later it throws me out with "IP address has changed". It keeps happening."

The message is not a hosting fault; it is protection. When you log in, cPanel remembers your connection address. If a later request from the same session arrives from a different address, it assumes someone stole the session cookie and closes it at once.

What changes your address without you noticing?

Cause	How to spot it	Fix
A VPN or a browser proxy extension	You use a VPN app or a location-changing extension	Turn it off while working in cPanel, or pin it to one server
Mobile data	You are on mobile data or a hotspot	Use a fixed Wi-Fi network
An ISP that spreads traffic over several addresses	It happens every time on your home or office network	Try another network; if that works, the cause is the provider
Switching between two networks	The device jumps between Wi-Fi and mobile data	Turn off automatic switching for now
A data-saving browser extension	It routes pages through its own servers	Disable it or try a private window

Free tool from Hyyat Host

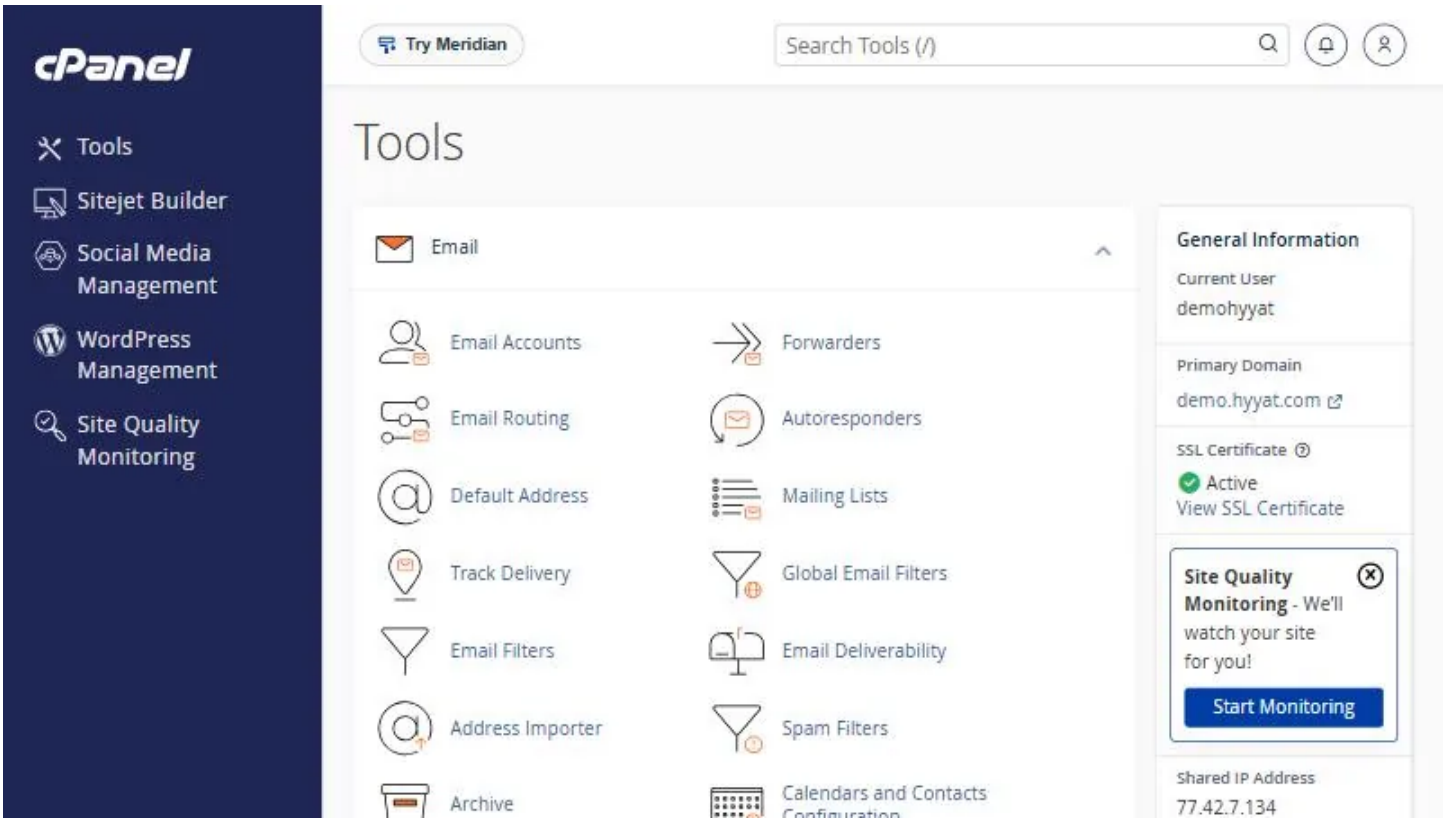
What is my IP?

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

Open the tool

Fix it in this order

1. **Close every cPanel window** then open a new private window.
2. **Turn off VPNs and proxy extensions** if any are running.
3. **Log in from the client area** with the cPanel button on the service page; it needs no password.
4. **Try another network** if the message returns, to see whether your network is the cause.



Can I turn this check off?

On shared hosting, no; it is a server-wide setting that protects every customer from session theft. If you run your own server with WHM, the setting is Cookie IP validation in Tweak Settings, and we do not recommend disabling it.

A different problem: the page does not open at all

If the login page will not open from your device while it opens from another network, the issue is not a changed address but a block after failed logins. That has its own guide: why you cannot open your site and cPanel from your device.

Still seeing the message after all of this? Open a support ticket with the approximate time, your IP address (from a site such as whatismyip) and whether you use a VPN.

From our support desk

- **A customer in an office with two internet lines** had his router splitting traffic between them, so cPanel logged him out every few minutes. Pinning his computer to one line ended it.
- **A customer used a free data-saving extension** in her phone browser that routed pages through different servers. Disabling it was enough.
- **A customer worked through a VPN app that switched servers automatically.** Choosing a fixed server in the app kept the session stable.

Frequently asked questions

Does the message mean my account was hacked?
No, it means your connection address changed during the session and cPanel closed it as a precaution.

Why does it happen more on my phone?
Mobile networks change your address often.

Will clearing the cache fix it?
Rarely. The cause is usually the network, not the browser.

Does it affect my website or email?

No, it only affects the cPanel session.

Does the message go away if I log in from the client area?

That route is quicker, but the message returns if your address changes during the session.

Is this the same as an IP block?

No, a block stops the page opening at all; this logs you out of an open session.

Related guides

- Logging in to cPanel: Three Ways In, and Where to Find Your Username and Password
- Cannot Log In to cPanel with the Correct Password? Causes and Fixes
- Cannot Open Your Website or cPanel from Your Computer? Your IP May Be Blocked
- How to Turn On Two-Factor Authentication for cPanel
- The Security Section in cPanel: IP Blocker, SSL Certificates, Two-Factor Authentication and Hotlink Protection

All cPanel guides →

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