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How to unblock your IP address

Support & Account

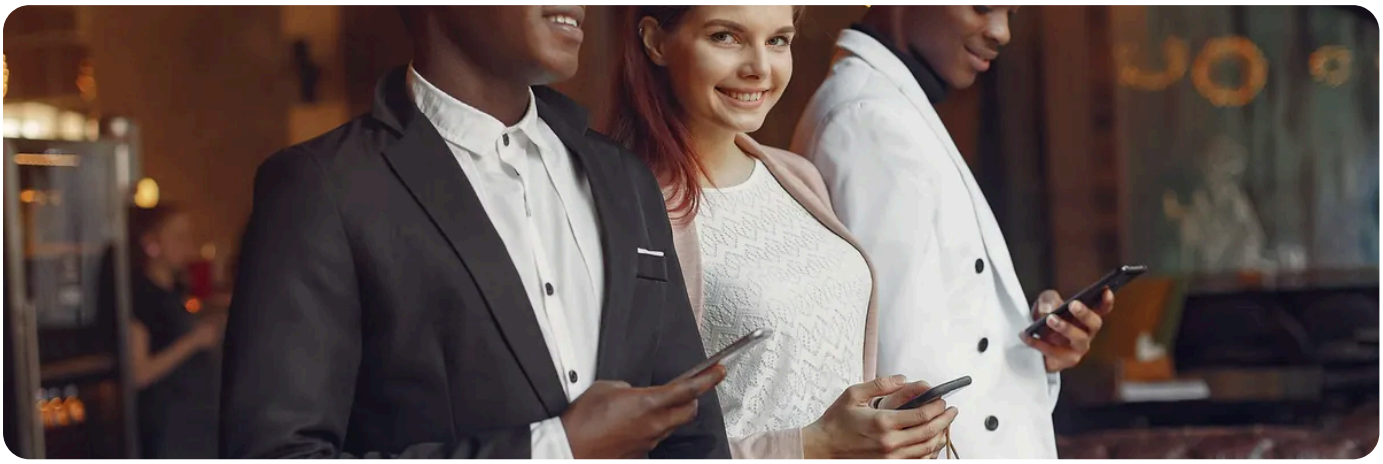
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https://www.my.mozout.com/knowledgebase/30

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 MozOut 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 MozOut**. 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 MozOut?**
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 MozOut, 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 MozOut** →
- **How to change your registration e-mail** →
- **Need hosting? See the plans.** →

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