

KNOWLEDGE BASE · PUBLIC DOCUMENT

ERR_TOO_MANY_REDIRECTS: when the site redirects in a circle

cPanel & WHM

CODE

RLX-INT-KB-5658

VERSION

v2026.10.15

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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<https://www.my.mozout.com/knowledgebase/5658>



The short answer: the browser says “the page redirected you too many times” when two rules contradict each other and send you back and forth, endlessly. It is almost always one of these:

Cloudflare in flexible mode with an https rule on the server, **two www rules**, or a **WordPress with its address badly set**.

The causes, in order of likelihood

Cause	How to recognise it	What to do
Cloudflare in “Flexible” mode and a rule on the server forcing https	It started after switching on Cloudflare or https.	Set Cloudflare’s SSL to “Full” (or “Full (strict)”): Switching on SSL at Cloudflare without breaking the site .
Conflicting www rules	One side sends to www and another removes the www (the .htaccess rule and WordPress’s, or a plugin’s).	Keep just one rule: Redirecting to https and to the bare domain .
Different WordPress addresses (http and https, or www and non-www)	The site and the dashboard go in circles.	Under Settings > General, the “WordPress Address” and the “Site Address” must be equal and right: Changing the WordPress site address .
A redirect or https plugin adding itself to the .htaccess	The error appeared after installing or updating a plugin.	Deactivate the plugin: Disabling plugins .
Cache or cookies	It works on another device, or in a private tab.	Clear the site’s cookies and the cache: Clearing the cache .
Only on the WordPress login page	The circle is between the login and the dashboard.	See The login redirect loop .

Checking

1

Open the address in a private tab (no cookies). If it works, cookies are the cause.

2

See the redirect chain: in a terminal, `curl -sIL https://your-domain.com | grep -i "^location"` shows the addresses it passes through. If you see the same one twice, that is the circle.

3

Change one thing at a time and test: Cloudflare SSL, then the www rules, then WordPress.

4

Look at the .htaccess: how many `RewriteRule` lines for https and for www does it have? Leave just one of each.

Keep a copy of the .htaccess before editing it. And if your domain goes through Cloudflare, the circle may come from there and not from the server: see **Cloudflare: when it helps, and the cache that fools you**.

Still in a circle? Open a ticket with the address and whether you use Cloudflare or an https plugin.

[Open a support ticket](#)

SEE ALSO

[Redirecting HTTP to HTTPS and www to the bare domain in nginx or Apache](#)

[How to redirect HTTP to HTTPS with .htaccess](#)

[Switching on SSL at Cloudflare without breaking the site](#)

[301 redirects when you change a page or a domain](#)



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