# My website appears to be down

Helpdesk Staff - 2021-01-07 - Commentaire (1) - SSD Shared Hosting

Each server we operate is protected by a robust firewall to prevent unauthorized access attempts, block malicious users, port sniffers and hackers.

However, on occasion, our firewall may block a legitimate user or customer accessing your website. Your website will only appear to be down when accessed from that IP address, but in reality, it is fully operational to anyone outside of that computer/device/network.

On extremely rare circumstances, our server may be experiencing a temporary outage or glitch. You can access our Network Status page from within myPolur to confirm if that is the case.

If you do not notice any Network Status updates, then it is likely that your IP is being blocked by our server firewall. You can also confirm by going to a monitoring site such as www.siteuptime.com and entering your domain name under Quick Check, or at https://downforeveryoneorjustme.com/. You can also confirm this by accessing your site from any other computer on a different IP address, mobile device (accessed on mobile data network)  or by proxy.

The likely reason your IP is blocked by the server firewall is for a security violation (e.g. multiple incorrect login attempts, port scanning behavior,  malicious script found on your site, or  errors caused by our mod_security protection software (which helps prevent most website attacks).

Please contact our support team with the following details to expedite your firewall unblock request:

- Your account's domain name
- Your account's server name (refer to your original order's Welcome Email)
- IP address(es) from the problematic device which can be accessed by visiting www.whatismyip.com (provide us both with IPv4 and IPv6 address if both are shown)

We generally respond to unblock requests quickly to ensure you're back in business, and usually can provide you the reason for the block. If you need your password or control panel credentials reset, please submit this information on the same ticket.