Is my IP address blocked?

General · https://kyzoe.be/en/docs/is-my-ip-address-blocked/

Suddenly unable to send email, open your website or log in via FTP, while it works for others? Then your IP address may have been temporarily blocked by the security of our servers.

Why does an IP address get blocked?

Our servers use **fail2ban**. This program keeps track of where failed login attempts come from. If too many failed attempts in a row come from the same IP address, fail2ban blocks that address for a while. That is how we stop hackers who try to guess passwords.

Sometimes that block also affects ordinary users. The most common cause:

- You changed a mailbox password, but your phone, tablet or a second computer is still trying with the **old password**. That device keeps retrying, which quickly adds up to many failed attempts.
- A wrong password in your FTP program, or a typo when logging in, several times in a row.

Because everyone on the same network (at home or at the office) shares the same IP address, the whole network is blocked at once.

How do you recognise it?

- Your website does not load or times out, but it does work over your phone’s mobile data (Wi-Fi off).
- Your email program cannot connect to the server.
- Colleagues on the same network have the same problem, people elsewhere do not.

What should you do?

1. **Look up your IP address.** From the blocked network, go to ipinfo.io. Your IP address is shown at the top, for example `203.0.113.25`.
2. **Email it to support.** Send your IP address to support@kyzoe.be, together with your domain name and what no longer works (email, website or FTP). If email does not work, send it from

your phone over mobile data, or call us on +32 59 53 00 00.

3. **Update your password on all your devices.** Did you recently change a password? Then update it in every device and program that logs in with it, otherwise a new block will soon follow.

We lift the block as soon as possible. On weekdays we reply within 4 hours.