

# Why does WHMCS say my IP is banned?

Posted: **LicenseCube Support** [support@licensecube.com]

Online URL:

<http://kbase.licensecube.com/billing-system/licenses/why-does-whmcs-say-my-ip-is-banned.html>

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Having security in mind, WHMCS has the ability to protect itself from possible hackers and what is considered "questionable" actions. Nonetheless, as no system is perfect, it sometimes targets the wrong user by blocking access. To resolve the issue that you are facing, please follow the step-by-step directions outlined below:

- Login to your cPanel web hosting account
- Next, locate the section entitled "Databases"
- Then, please click on the "phpMyAdmin" icon
- Upon "phpMyAdmin" loading, please select the WHMCS database on the side
- Next, locate the table entitled "tblbannedips" and click "browse"
- Finally, locate your IP address, and click the red "X" next to it to remove it

Upon completion, you will be able to login to your WHMCS administrator area once again. After logging into your WHMCS, you may want to consider reviewing the security configuration settings.

If you have any further questions pertaining to your [WHMCS license](#), please feel free to get in contact with the LicenseCube support team for extra assistance.