

# Access & Lockouts

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- [Unable to Access Admin](#)
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# Unable to Access Admin

## What This Means

This issue occurs when you are unable to access the WordPress admin area after applying one or more hardening controls.

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## Common Symptoms

- unable to log in via `/wp-login.php`
  - admin page returns an error (e.g., 403 Forbidden)
  - login page does not load
  - access is blocked unexpectedly
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## Why This Happens

Some hardening controls restrict access to sensitive endpoints, including login functionality.

This may occur if:

- access is limited by IP or conditions
  - endpoint restrictions are too strict
  - server rules block legitimate requests
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## How to Fix It

Try the following steps:

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### 1. Use an Alternate Access Method

- try accessing the site from a different network or device
- disable VPN or proxy services if in use

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## 2. Revert the Most Recent Change

If you recently applied a hardening control:

- disable the last applied control
- confirm whether access is restored

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## 3. Access via Hosting Panel

If you cannot log in:

- access your site files through cPanel, FTP, or file manager
- locate the Steel Security plugin configuration or rules
- temporarily disable the relevant restriction

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## 4. Disable the Plugin (Temporary)

As a last resort:

- rename the Steel Security plugin directory
- this will deactivate the plugin
- restore access to your admin area

You can then re-enable and adjust settings safely.

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# What to Expect After Fixing

After resolving the issue:

- admin access should be restored
- login functionality should behave normally
- you can reapply protections more carefully

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# How to Prevent This

- apply hardening controls incrementally

- test access after each change
  - ensure your access method is allowed before restricting endpoints
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# When to Seek Help

If you are unable to regain access:

- note recent changes
  - gather any error messages
  - contact support with details
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# Key Principle

Always ensure you have a reliable way to access your site before applying restrictive controls.

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# Related

- [Restrict Sensitive Endpoints](#)
- [Unexpected Site Behavior](#)
- [Safe Rollback Practices](#)

# Blocked by Hardening Rules

## What This Means

This issue occurs when legitimate requests are being blocked by one or more hardening controls.

This may affect access to certain pages, features, or functionality.

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## Common Symptoms

- receiving a 403 Forbidden error
  - specific pages or endpoints not loading
  - features or integrations failing
  - inconsistent access depending on location or device
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## Why This Happens

Hardening controls restrict access to improve security.

In some cases, these restrictions may:

- block legitimate requests
- conflict with plugins or themes
- interfere with integrations or APIs

This is more likely in environments with custom configurations or external services.

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## How to Fix It

Try the following steps:

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### 1. Identify the Blocked Resource

- determine which page, endpoint, or feature is affected
  - note any error messages or response codes
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## 2. Review Recent Changes

- identify recently applied hardening controls
  - consider which control may be responsible
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## 3. Adjust the Control

- modify the configuration if possible
  - allow necessary access for specific functionality
  - reduce overly strict restrictions
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## 4. Test Incrementally

- reapply controls one at a time
  - test after each change
  - confirm which control is causing the issue
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## 5. Revert if Necessary

- disable the problematic control
  - restore functionality
  - re-evaluate whether the protection is required
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# What to Expect After Fixing

After resolving the issue:

- affected pages or features should function normally
  - appropriate protections can remain in place
  - unnecessary restrictions can be removed or adjusted
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# How to Prevent This

- apply hardening controls gradually
  - test functionality after each change
  - understand how controls affect your environment
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## When to Seek Help

If the issue persists:

- document the affected functionality
  - note which control is involved
  - include any error messages
  - contact support with details
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## Key Principle

Security controls should protect your site without interfering with legitimate use.

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## Related

- [Unexpected Site Behavior](#)
- [Restrict Sensitive Endpoints](#)
- [Safe Rollback Practices](#)