

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.

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.

How to Fix It

Try the following steps:

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

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.

Related

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