

Unexpected Site Behavior

What This Means

This issue occurs when your site behaves unexpectedly after applying one or more hardening controls.

This may include broken functionality, missing features, or access issues.

Common Symptoms

- parts of the site stop working
 - login or admin access is affected
 - integrations fail or behave differently
 - pages do not load as expected
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Why This Happens

Hardening controls restrict access or behavior to improve security.

In some cases, these restrictions may:

- conflict with plugins or themes
- block required functionality
- interfere with integrations or custom code

This is more likely in complex or customized environments.

How to Fix It

Try the following steps:

1. Identify the Change

- determine which hardening control was applied most recently
 - consider any recent configuration changes
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2. Revert the Change

- disable the most recent control
 - confirm whether normal behavior returns
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3. Test Incrementally

- reapply controls one at a time
 - test your site after each change
 - identify the specific control causing the issue
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4. Review Requirements

- check if your site relies on the affected functionality
 - confirm whether restrictions are appropriate for your use case
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5. Adjust or Exclude

- modify the configuration if possible
 - allow required access where needed
 - leave the control disabled if necessary
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What to Expect After Fixing

After resolving the issue:

- normal site functionality should be restored
 - problematic controls can be adjusted or excluded
 - other protections can remain in place
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When to Seek Help

If you are unable to resolve the issue:

- document the affected functionality
 - note which control caused the issue
 - include any error messages or logs
 - contact support with details
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Key Principle

Security should not come at the cost of breaking your site.

Apply protections in a way that balances security and functionality.

Related

- [Safe Rollback Practices](#)
 - [Applying Hardening Safely](#)
 - [Restrict Sensitive Endpoints](#)
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