

## How do I change my hosting IP address in WAF?

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**Please note: These instructions are only applicable to those on a Deluxe, Express or Ultimate Website Security plan.** If you change hosting providers, or your hosting provider changes the IP address pointing to your web server, you will need to update your hosting IP address in the Website Security WAF dashboard. To do so: [Log into your Customer Area](#) and open your Website Security service. Click 'Firewall'. Locate the domain that needs to be located to the new IP address and click the three dots next to it. Then click 'General' from the drop-down list that appears. Click 'Hosting IP Address' from the Overview drop-down. Type in the IP address that was provided for you in the empty box, then click 'Add Address'. Once you have deleted the previous IP address, it can take up to 20 minutes for the WAF configuration to update. If the content on your new hosting IP is different than on your previous one, you will need to clear the WAF cache. To do so: Click on 'Performance' from the Firewall dashboard. Click on 'Clear Cache' from the **Caching Level** drop-down menu. Click the 'Clear Cache' button. Once you have cleared the cache, it can take up to 20 minutes for the WAF to point to your new hosting IP address.

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