

## I can't access Plesk control panel

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If you are trying to visit <https://www.mydomain.com:8443> or <https://servername.grserver.gr:8443> and the page is not loading, this may be due to the following reasons :

- There is the possibility of a firewall being turned on and prohibiting access to 8443 port. Check the firewall settings or check with your network administrator if incoming and outgoing traffic is allowed via port 8443.
- Check if you accept the SSL security certificate and you add an exception.
- Make sure you can view your site or access other hosting services like FTP or email. If you do not have access to the above services, please [send us](#) your public IP in order to check if it is blocked by our server firewall and why.