

Unable to Reach Hosted Sites/Sites Not Loading or Can't Connect to Hosted Customer Machines

04/17/2025 9:32 am EDT

Issue:

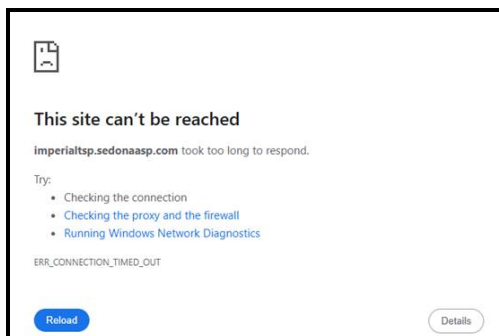
During your day, you may encounter issues with a website not loading or not being able to RDP/Connect to a server previously could.

Resolution:

There could be a few different reasons you cannot reach a site such as your Public IPv4 address changing, security software/hardware, or the actual site being down. Your work laptop is secured by Evercommerce IT and has specific software and protocols to ensure your communications and interactions with sensitive customer data and systems. It is possible for one or more of these security measures to potentially return a false positive on some sites. This guide will allow you to quickly ascertain what your next step should be and where to go for assistance.

*If you are having trouble reaching multiple hosted sites, see the bottom of this article [My IP has Changed](#)

This site can't be reached or unavailable



Above is a general message that a site cannot be reached. If you encounter this on a site, it is best to see if you can replicate this message by doing one or more of the following:

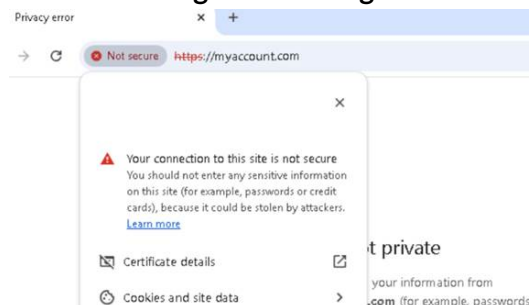
1. Try to access the site from another network or device {e.g. mobile smart device}
2. Ask a coworker if they get the same message when trying to access the site
3. Use a 3rd party site such as <https://onlineornot.com/website-down-checker>

If any of the tests are confirmed positive, this means the issue is not occurring only for you. If the site you are trying to reach is managed by BoldGroup [hosted customer], submit a case to Infrastructure.

If the site is managed by an Enterprise customer, [recommend they reach out to their IT/MSP] to resolve.

If any of the 3 tests do not corroborate what you are seeing in your browser, or you are having the same trouble reaching multiple hosted sites, the issue is likely specific to your machine and/or home network. See the bottom of this article [My IP has Changed](#)

Site not loading and showing the connection is not private



Sites that return this message indicate that the browser cannot resolve HTTPS to the site. The 'S' is what designates the site is secured and that is controlled by a SSL Certificate. SSL certificates [when not self-signed] are issued by a Domain provider such as GoDaddy or Cloudflare and must be updated yearly.

First, confirm if the issue is with the site or your machine by confirming one or more of the following:

1. Try to access the site from another network or device {e.g. mobile smart device}
2. Ask a coworker if they get the same message when trying to access the site
3. Use a 3rd party site such as <https://onlineornot.com/website-down-checker>

If any of the 3 tests do not corroborate what you are seeing in your browser, the issue is likely local to your machine and/or home network.

If the site you are trying to reach is managed by BoldGroup [hosted customer], submit a case to Infrastructure. If the site is managed by an Enterprise customer [recommend they reach out to their IT/MSP] to resolve.

If any of the 3 tests do not corroborate what you are seeing in your browser or you are having the same trouble reaching multiple hosted sites, the issue is likely specific to your machine and/or home network. See the bottom of this article [My IP has Changed](#)

My IP Address has Changed... What Now?

If you find that multiple hosted customer sites or machines are not reachable only for you, your Public IPv4 Address has likely changed. You will want to visit <https://ipchicken.com/> or <https://www.whatsmyip.org/> and submit a whitelisting case to Cloud\IT with the IPv4 address and the Site\RDP you were trying to reach.

If your IP begins with one of the following, it is not your public IPv4 address from your ISP but rather your local IP between your machine and router/gateway. These IPs cannot be whitelisted.

10.0.x.x - 10.255.255.x	172.16.x.x - 172.31.255.x	192.168.x.x - 192.168.255.x
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If your IP begins with one of the following, it is not your true public IPv4 address from your ISP but rather from Netskope or VPN:

163.116.128.x- 163.116.255.x	162.10.x.x- 162.10.127.x	31.186.239.x	8.39.144.x	8.36.116.x
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<https://docs.netskope.com/en/newedge-ip-ranges-for-allowlisting/>

These IPs are assigned from the Netskope security application installed on all EC Company Employee Machines. You can confirm its status by opening your taskbar and right-clicking on it.



You will want to open IPChicken on another device connected to your home network such as mobile phone, tablet, another PC etc. You can then provide the correct IPv4 address from that device.

When in doubt use the Mequon OpenVPN in order to access any hosted device via RDP on its Private IP address. If you need assistance with installing, updating, logging in, or troubleshooting MequonOVPN or are unable to work due to a blocked site or any other issue, please reach out to ECIT via Teams to submit a case or the site link

<https://paysimple.atlassian.net/servicedesk/customer/portal/53/group/175/create/703>

