

# Web hosting

## Adding a ModSecurity exception.

Sometimes when using an editor in a CMS such as WordPress it might cause a conflict with ModSecurity and not save the edit or new page / post creation. This will show in the logs of the website as an error. The error will look like the below image. To allow the editor to work we need to find the error and add an exception to the web application firewall.



To add the exception see below for instructions.

### Steps to Add Exceptions:

1. Log in to the web hosting control panel in your 1st Domains account.
2. Check for log errors under the **Dashboard**.
3. In the **Log** page, check for **“Apache error”** and **“Nginx error”** under **“All Logs”**.
4. You should see the error highlighted in red.
5. If you see any ModSecurity errors, copy the **ID (e.g. [id "33340147"])**
6. Go to the **main page** of the web hosting control panel.
7. Under **Security**, click on **“Web Application Firewall”**.
8. Paste the **Error ID** in the **“Security Rule IDs”** field.
9. Click **“Apply”**.

It's important to note that the ID may change for different processes. If you encounter another case where you can't save or make any edits, please check the logs again to see if ModSecurity has been triggered.

Unique solution ID: #1102

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