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D **diana17g** 🔶
New Member • 1 Message

Wed, Apr 1, 2020 7:20 PM

Device has been blocked

I randomly am getting a message saying:

ACCESS BLOCKED
Access to this web site has been blocked on your device due to the time of day or due to your amount of activity.

To change this, please contact the person who manages your Internet account.

It redirects to : http://attlocal.net/xslt?PAGE=HURL25

The other message I get is :

Related Conversations

Unblock device
Last response by sandblaster 2 years ago

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Block a device
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Unblock a device

It doesn't let me go to sites that are SUPER secure because they are password protected encrypted school websites.

I am working from home and my kids are virtual schooling(I am also since I am a teacher.) All 4 tablets/laptops are getting similar errors.

Tech from my school remotely accessed my tablet and there are no problems. Since we are getting error on all computers I called AT&T. On hold for 2+ hours only to speak to someone who knew less than me from another country. Said he would escalate and i would get a call or email back.
day 3 and no reply.

Explain to the parents of 25 4th graders why I cant get my internet properly functioning.

And then my kids can not access either. Kicks us off says no network connection.

I am hardwired to ethernet.

No idea what else to do.

Did this help you?

No	Yes

Tags

outage   wi-fi   customer service

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Questions • Updated 5 months ago   👁 401   💬 1   👍 0   👥 2

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Responses

ATTHelp   +49 more   5 months ago ⋮
Community Support • 129.1K Messages

@diana17g, sometimes, for various reasons, the DNS cache becomes corrupt or out of date, or simply "messed up".

Typically, rebooting your gateway will correct your issue.

This is how you can flush DNS on a Windows computer.

Use Flush DNS to help with perceived blocked website.

1. Open Run/Search "CMD" to launch command line and type the following:
2. ipconfig /flushdns
3. C:\> ipconfig /flushdns

You should see:

- Windows IP Configuration
- Successfully flushed the DNS Resolver Cache.

Give this a try and typically this will resolve the issue and remember that you may need to do this again occasionally.

Let us know it this helps!

If you have any additional concerns, please feel free to reach out to us. Thank you for contacting us on AT&T Community Forums!
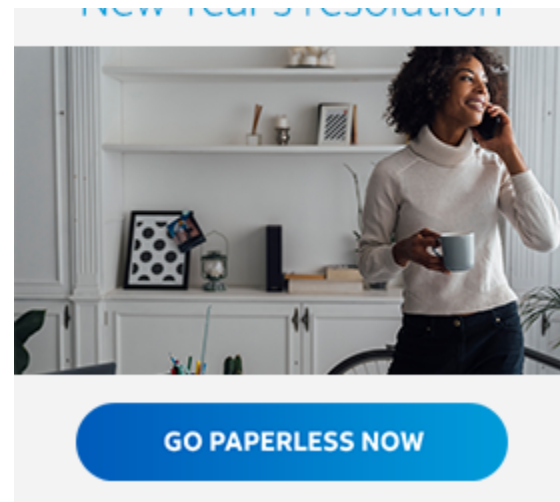
Lafayette, AT&T Community Specialist

Still need help? **Ask a question!** Our **1.4 million** members typically respond within **1 hour**.

*I am an AT&T employee, and the postings on this site are my own and don't necessarily represent AT&T's position, strategies or opinions.

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