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The WAF allows only HTTP and HTTPS traffic, and only through standard ports (80/tcp and 443/tcp respectively). Other protocols and other ports simply cannot get through. This is by design and cannot be overcome e.g. through whitelisting. If your developer needs to access your webserver via SSH (for example), they must use the server IP, so that they connect to the server directly and not through the WAF as would happen if they use the server name.

In summary, use: ssh <u>user@1.2.3.4</u> (where 1.2.3.4 stands for your server IP)

Do not use: ssh <u>user@example.com</u>

The same holds true for Web-based admin user interfaces that are not accessible through the standard ports. For example if you have a Cpanel listening on port 2080, you must access it as https://1.2.3.4:8080.

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