

KNOWLEDGE BASE · PUBLIC DOCUMENT

Why does my SSL certificate show fewer than 365 days?

Security

CODE

RLX-INT-KB-230

VERSION

v2026.10.04

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/230>



If you're on the free SSL every account gets by default, this doesn't apply to you - skip to the note below. This is only relevant if you purchased a paid SSL certificate.

Free SSL (AutoSSL / Let's Encrypt) - nothing to do

This is the default for every domain. Let's Encrypt certificates are valid for about 90 days and renew automatically roughly every 60 days - you will never see a countdown or need to act on it.

Paid SSL certificates (RapidSSL, GeoTrust QuickSSL...)

Certificate authorities cap how long a certificate can run without reissuing it - industry-wide rules have shortened this over the years, so a 1-year purchase is often issued in a shorter block (commonly under 200 days) and then reissued, at no extra cost, for the rest of the period you paid for. This is not a fault or a mistake on the certificate - it's how the certificate authority itself requires it to work.

Reissuing it

1 Log in to **My MozOut** and open **My Products & Services**.

2 Select the SSL certificate product and look for **Manage / SSL Tool**.

3 Follow the on-screen steps to reissue - it's self-service and included in the certificate you already purchased, no new payment involved.

If the self-service option isn't showing, or the reissue fails, open a **support** ticket rather than letting the certificate lapse - an expired certificate shows a browser warning to every visitor.

Reissue not going through? We'll sort it out with you.

[Open a support ticket](#)

SEE ALSO

For the full picture: [What is an SSL certificate and why does it matter?](#).

SSL CERTIFICATES

The padlock your customers look for.

A paid certificate adds warranty and company validation - useful for online shops and any site taking payments or customer data.

[See SSL certificates](#)

Hosting already includes free SSL for everyday use



Online version of this document

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2020

FOUNDED

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CLIENTS

130+

SIGN-UPS A DAY

MozOut International

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(CIPC)

2025/667953/07

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