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# The free SSL certificate did not renew: why AutoSSL fails and what to check

SSL & HTTPS

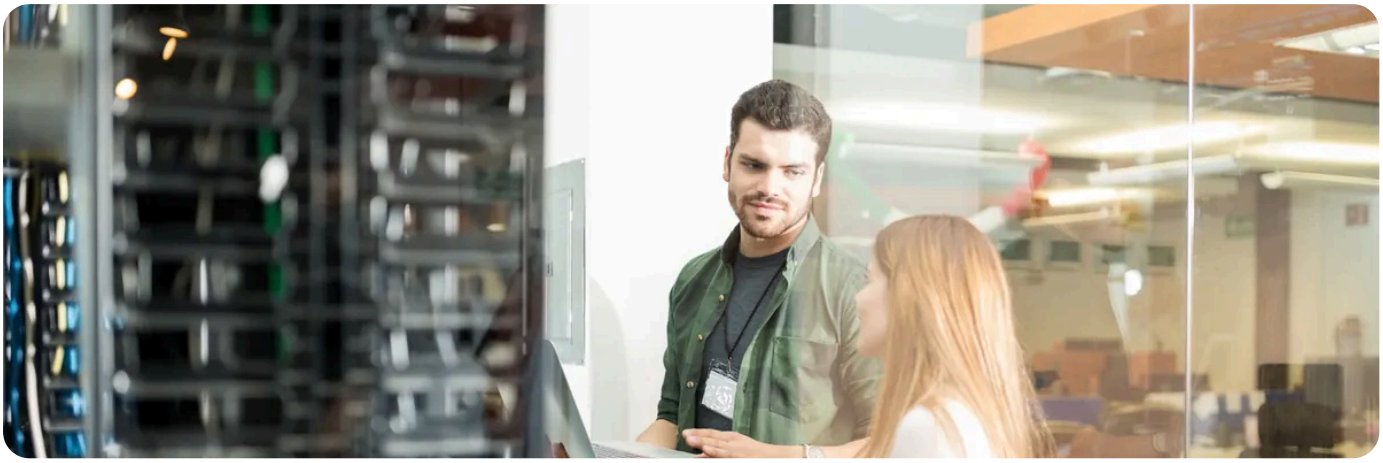
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**MozOut International**
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https://www.my.mozout.com/knowledgebase/4650

# The free SSL certificate did not renew: why AutoSSL fails and what to check

SSL & HTTPS Created on **October 10, 2026** 3 min read



**The short answer:** the free certificate that comes with the account (AutoSSL, from Let's Encrypt) is issued and renewed by itself, but only if the server can **prove the domain is yours and points here**. When it fails, it is nearly always one of five things: the domain points elsewhere, a CAA record blocks issuance, a rule on the site blocks the check, the name is new, or something is stuck with the account.

## 1. See the certificate's status

In cPanel, open "SSL/TLS Status". It shows every domain and subdomain on the account with its status and expiry date. A domain without a padlock, or due for renewal, is the one that matters. From there you can launch a new AutoSSL run with the button provided.

## 2. The five causes, in order

| Cause | How to recognise it | What to do |
|---|---|---|
| **The domain does not point to this server** | The nameservers, seen in WHOIS, are not your account's, or there is an A record to another address. | Fix the pointing and wait. See **no padlock: the causes, in order**. |
| **A CAA record blocks issuance** | The domain has a CAA that does not authorise the authority AutoSSL uses. | Fix or remove the record: **CAA records**. |
| **A rule on the site blocks the check** | A redirect or an `.htaccess` rule that blocks the `/.well-known/` path, a protection asking for a password at the site root, or a maintenance plugin that answers everything. | Exclude that path from the rule. See **the redirect to HTTPS**. |
| **The name is new or outside the certificate** | A subdomain created a short while ago, or the `www` the certificate does not include. | Wait for the next AutoSSL run or launch it by hand. |

| Cause | How to recognise it | What to do |
|---|---|---|
| **Behind a protection service** | With Cloudflare in a strict mode, the check may not reach the server. | See **switching on SSL at Cloudflare without breaking the site**. |

## 3. After fixing it

1. **Launch AutoSSL again** in “SSL/TLS Status” and give it a few minutes.
2. **Reload the status** and see whether the domain now shows the new expiry. Open the site in a private tab: the browser caches certificates and pages.
3. **If it still fails,** cPanel shows the reason, in English, next to the domain. Copy the sentence as it is and send it in a support ticket with the domain. It tells us straight away which check did not pass.

**If the certificate has already expired,**
visitors see a security warning blocking the site. Do not tell them to “continue anyway”: that teaches them to ignore warnings, which is exactly what attackers want. Fix it and, meanwhile, warn them through another channel.

Have a paid certificate and AutoSSL at the same time? The paid one may be the one that has expired. See which is in use in “SSL/TLS Status” before looking for the problem in the wrong place. For what each type covers, see **DV, OV and EV certificates**.

NEED A HAND?

Still no certificate after all this? Send us the domain and the cPanel message.

Open a support ticket →

SEE ALSO

- **No padlock on your site: the causes, in order** →
- **CAA records: who may issue certificates for your domain** →
- **DV, OV and EV certificates** →

**Why does my SSL certificate show fewer than 365 days?**


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## MozOut International

**RLX Holdings (Pty) Ltd. · Group RLX Holdings**

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