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

Security

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COUNTRY · LANGUAGE

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## MozOut Mozambique

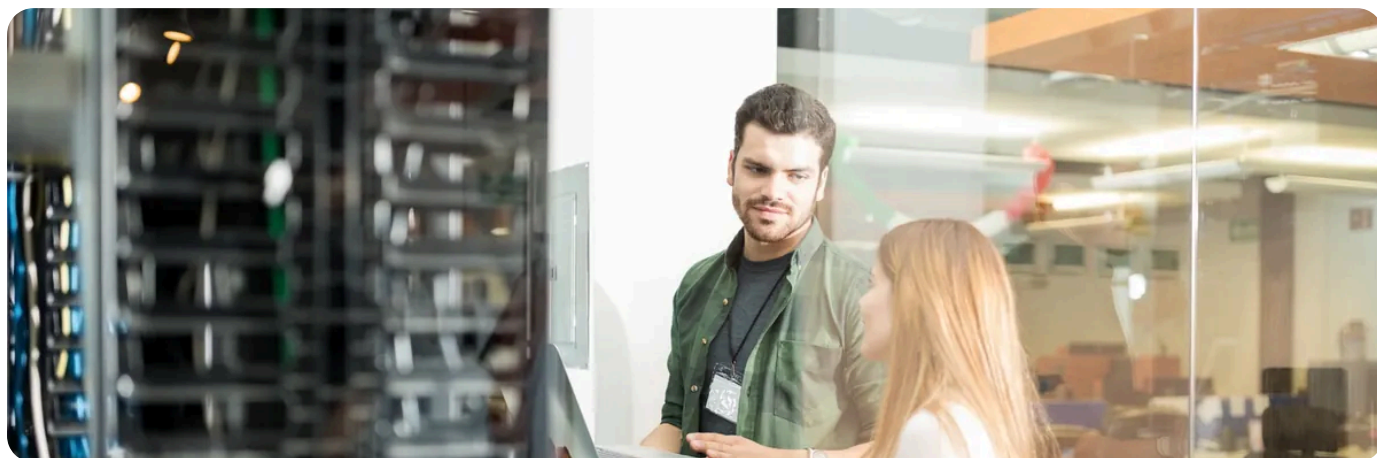
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# The free SSL certificate did not renew: why AutoSSL fails and what to check

📁 Security 📅 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                                                               |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>The domain does not point to this server</b>   | 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 <b>no padlock: the causes, in order</b> . |
| <b>A CAA record blocks issuance</b>               | The domain has a CAA that does not authorise the authority AutoSSL uses.                                                                                                                | Fix or remove the record: <b>CAA records</b> .                           |
| <b>A rule on the site blocks the check</b>        | A redirect or an <b>.htaccess</b> rule that blocks the <b>/.well-known/</b> 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 <b>the redirect to HTTPS</b> .      |
| <b>The name is new or outside the certificate</b> | A subdomain created a short while ago, or the <b>www</b> the certificate does not include.                                                                                              | Wait for the next AutoSSL run or launch it by hand.                      |

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

### 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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