

I Ordered An SSL Or Static IP And Now My Site Is Down

This article contains information about SSL Certificates and DNS changes.

If your site appears down/offline after an SSL Certificate is installed, please allow up to 24 hours to pass for DNS Propagation.

When you order an SSL Certificate, a couple other things are required for it to work correctly and securely.

SSL Certificates require a unique domain path, and a Static IP address be assigned to the domain that it is set up for. These are required for securing the traffic between your website visitors and your website.

The SSL encrypts the session between the visitor and your site. When you order our SSL Certificate Bundle, it includes a Static IP address. When we assign the new Static IP, DNS information about where your site should point to (the new IP) must propagate across the Internet. Usually we see this type of DNS change propagate in 2-12 hours, but some DNS changes can take 24-48 hours to propagate worldwide.

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