

MWP - Security & Access - Troubleshooting SSL issues (mixed content, propagation, expired cert)

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In this article, we'll cover common SSL issues that you might encounter on your website. **Mixed Content** One of the reasons an SSL-protected website still shows as "Not Secure" is something called mixed content. When an SSL certificate is installed, your website is expected to load entirely over a secure connection (HTTPS). This means every part of the page is delivered securely, not just the main address. Mixed content happens when: The website itself loads securely using HTTPS, but some parts of the page still load using http://. Even if only one item on the page is insecure, the browser no longer considers the page fully secure. **Why Mixed Content Causes SSL Warnings** SSL works by encrypting all data sent between your website and visitors. This encryption only applies to content loaded over HTTPS. When insecure (HTTP) content is included on the page: That content is not encrypted Browsers cannot guarantee visitor safety The secure connection is considered insecure. Because of this, modern browsers will: Remove the padlock icon Show a "Not Secure" warning Block certain resources from loading. This can make it appear as though SSL is not working, even though the certificate itself is valid.

Important Clarification Mixed content does not mean your SSL certificate is broken or invalid. It means: The website is partially secure The page fails security checks because not all content is encrypted Browsers cannot guarantee the security of the entire page, not just the certificate. **Common Causes of Mixed Content** Mixed content usually happens because: Themes or plugins load files using HTTP External services or embeds do not use HTTPS. **How to Fix Mixed Content on WordPress Websites** If your WordPress website is showing SSL warnings due to mixed content, you can fix it by updating all http:// to https://. The easiest way to do this is with the Better Search Replace plugin. **Step 1:** Make a Backup (Important!) Before making any changes: Backup your website files and database This ensures you can restore your site if anything goes wrong. **Step 2:** Install and Activate Better Search Replace Log in to your WordPress admin dashboard Go to Plugins > Add New > Search Replace > Click Install Now, then Activate. **Step 3:** Open Better Search Replace Once activated, you can find it in the WordPress menu: > Go to Tools > Better Search Replace. **Step 4:** Update Links: In the Search for field, enter http:// In the Replace with field, enter https:// Select the database tables you want to update (usually all tables are fine) Run a dry run to see how many changes will be made without actually changing anything) If everything looks correct, run the replacement. **Step 5:** Clear Cache Clear your WordPress cache if you use a caching plugin Clear your browser cache If you use a browser cache as well. **For Non-WordPress Websites** If your site does not use WordPress: Update all website links from http:// to https:// Check images, scripts, and embedded content. **Expired certificate** You can check if your SSL certificate has expired by going to your website and clicking on the padlock icon to view the certificate. Steps to check the validity:

Firefox: Click on the padlock Click on 'Connection secure' Click on 'More Information' Click on 'View Certificate' Check the expiration period. **Chrome:** Click on the settings button Click on 'Connection is secure' Click on 'Certificate is valid' Check the expiration period. **For cPanel:** Go to the 'Security' section Click on 'SSL/TLS Status' Check if the Auto-SSL is running and that all content is included Allow a few minutes for Auto-SSL to install a new SSL certificate. **For Managed WordPress** The Auto-SSL is running constantly in the background making sure that your website is covered by a SSL certificate. If you have any issues with your SSL certificate did not renew, please don't hesitate to reach out and we'll gladly assist. **SSL certificate issuance and propagation.** Depending on the type of SSL certificate you choose, the issuance time can vary: **Domain Validated (DV) certificate:** In this category are the Let's Encrypt SSL certificates and our Simple SSL Certificate These can take anywhere from a few hours to be activated and installed. **Organisation Validation (OV) certificate:** In this category are our Organisation Validation certificates and our Wildcard Organisational Certificates These can take a few days to activate as these require some additional verifications. **Extended Validation (EV) certificate:** In this category are our Extended Validation certificates These certificates take the longest to activate as these require even more verifications. You can expect this to take a few days as well.

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