

### **Why do I get a security warning on my secure page?**

`$(function(){ $("Box").css("display","none"); });` Scan your page for security errors: [www.whynopadlock.com](http://www.whynopadlock.com)  
You may be receiving an SSL warning on your page for any of the following reasons:

1. You have an Intro or Basic hosting account with LexiConn and you are trying to call pages through a secure URL.

SSL is not available for our Intro and Basic hosting accounts. We do provide a shared certificate (and SSL support for a personal SSL certificate) for Advanced hosting and all ShopSite accounts. If you would like to install your own SSL certificate on an Advanced hosting account, you will also need a dedicated IP address for your site. If you do not already have a dedicated IP address, you may add one for an extra \$2/month (all ShopSite accounts are set up with a dedicated IP address by default).

2. You do not have your own personal SSL certificate installed for your domain name and you are using the secure URL:

`https://www.mydomain.com/`

If you have an Advanced hosting or ShopSite account with LexiConn but do not have your own SSL certificate installed, there is a shared SSL certificate you can access on the server. You can find the secure URL to access the shared SSL certificate by logging in to your account manager and clicking on "Account Information". Your secure URL will be at the very bottom of the list. If you like, you can E-Mail us and we can provide you with the URL.

3. You do have your own SSL certificate installed or you are using the shared SSL certificate properly, but you have images, embedded scripts, or stylesheets that are not also being called through the secure url. For example:

You are receiving an SSL warning on your page:

`https://www.mydomain.com/secure_order.html`

and you have a header image at the top of your page like this:

``

This will generate a security warning unless you call the image through the secure URL like this:

``

The same is true for embedded scripts and css files.

4. You do have your own SSL certificate installed or you are using the shared SSL certificate properly, but you are not using the exact URL as shown on the SSL certificate. For example:

`https://mydomain.com/secure_order.html`

will generate a security error if your SSL certificate is registered to `www.mydomain.com`

If you would like your own secure certificate (i.e. `https://www.your_domain.com`), visit [http://www.lexiconn.com/services/secure\\_certificates.html](http://www.lexiconn.com/services/secure_certificates.html) for details or contact us and we would be glad to provide you with the information.

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<https://support.lexiconn.com/kb/questions/276/>