Hello \_\_\_\_\_,

We would like to take this time to explain what our current issues are with the SSL Certificate Renewal. Currently we are having problems with the creation of your SSL certificate renewal request.

Reasons

1. Our Server is having issues with resources.
2. We have had multiple consultants take a look at this and have tried a variety of things to get this back up and running for the import of SSL Certificates.
3. Our error that we get is Insufficient System resources. However on the server itself we have plenty of resources available when trying to do this, and as we can see when using http connection our server is preforming great for all of our customers.

We currently use GoDaddy in order to provide our certificates. What we are finding is that when trying to import these; we have two issues: one being that we get the error listed above and the second is that when we are able to get the certificate uploaded it disappears from the certificate list.

We are in constant contact with Godaddy currently to try to get this resolved as upon finding others who have received this error in the past. It is typically an issue with the CSR file and the file that Godaddy sends back.

We are working day and night to resolve these issues and hope to have our SSL’s running as soon as we possibly can. We have used a number of resources to try and get a solution to this problem. We are currently installing a new web1 server to correct this issue.

We can assure you that as soon as we resolve this issue **(Hopefully be end of week)**, we will be able to meet and exceed your expectations in terms of service. We sincerely appreciate your patience and patronage and are hoping to have you as our clients for years to come.

Thank You,

IES Support Staff