

Elestio Domain shows SSL expired or Deceptive Site ahead

Current Status: Resolved @ 2023-11-04, 07:11

Resolution: Google unflagged our domain in less than 24h in response to our appeal

Date of incident: 2023-11-03, 13:22

Dear Valued Customers,

We want to inform you about an incident that has recently affected our website or your services. Some regions are currently experiencing difficulties accessing our website, as Google has temporarily flagged our domain ***.elestio.app** as unsafe, resulting in a "Deceptive Site Ahead" warning message. We understand that this may have caused some concern, and we would like to provide you with a clear explanation of the situation.

This issue stems from Google's Safe Browsing program, which is designed to protect users from visiting websites that may pose a risk to their online safety. While we have always prioritized the security and trustworthiness of our website, there has been an unfortunate misunderstanding that led to this warning.

Here's what we have done to address this situation:

1. **Immediate Investigation:** As soon as we became aware of the issue, we initiated a comprehensive investigation to determine the root cause of the warning.
2. **Review of Website Security:** We have reviewed our website's security protocols and scanned for any potential vulnerabilities or security threats to ensure the safety of your data.
3. **Communication with Google:** We have contacted Google to clarify the nature of our website and to resolve the issue. We are working closely with their team to have our domain unblocked as soon as possible.
4. **Customer Support:** Our customer support team is available to assist you with any concerns or questions you may have. Please do not hesitate to reach out if you experience any issues related to our website or your services

We want to assure you that our website is safe, secure, and has not been compromised. We value your trust and take the security of your information very seriously. We apologize for any inconvenience this may have caused and appreciate your understanding during this time.

As the situation progresses, we will keep you informed with updates regarding the resolution of this issue. Your safety and peace of mind are of the utmost importance to us, and we are committed to swiftly resolving this matter.

“ **Note:** This incident will not have any impact on your custom domain. If you are currently using a custom domain with our services, rest assured that it will function as expected without any disruptions.

If your website does not currently have a custom domain and you wish to add one, please follow the steps provided [here](#) to initiate the process.

Thank you for your continued support and trust in our services. We look forward to serving you without interruption as soon as this issue is fully resolved.

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We are pleased to inform you that our services are now up and running smoothly again ☐☐ We sincerely appreciate all of your support and cooperation during this period. Your understanding and patience have been invaluable to us.

Sincerely,

Team Elestio.

Revision #25

Created 3 November 2023 13:47:44 by Amit

Updated 4 November 2023 18:19:58 by Joseph Benguira