

Can't access a website when Bitdefender Anti-Tracker is active? Here's what to do

If a webpage stops working properly after activating the Bitdefender Anti-Tracker extension in your Internet browser, follow the steps below to troubleshoot the situation.

Step 1 – Disable the Anti-tracker extension in the affected browser



Chrome

- Launch google chrome
- Click the menu in the upper right-hand corner
- Select more tools → extensions
- In the extensions panel switch **off**: Bitdefender anti-tracker



Firefox

- Launch Mozilla Firefox
- Click the menu in the upper right-hand corner
- Select Add-ons
- Click **Disable** next to Bitdefender Anti-tracker to disable this extension



Internet Explorer

- Launch Internet Explorer
- Click the cogwheel in the upper right-hand corner
- Choose Manage add-ons
- Select Bitdefender Anti-tracker and click on **Disable**

Note!

If you are still experiencing issues in Google Chrome, Mozilla Firefox, or Internet Explorer after disabling the [Anti-Tracker extension](#), it means that the situation is not caused by Bitdefender Anti-tracker.

On the other hand, if everything is back to normal once Anti-tracker is disabled, continue with step 2 to narrow down the culprit.

Step 2 – Determine the culprit Anti-tracker category & Add exceptions

Click the Bitdefender Anti-tracker extension on the browser toolbar, then click on each category from the list and select **Disable blocking for this category**:

- **Advertising**
- **Site Analytics**
- **Customer Interaction**
- **social media**
- **Essential**

If the page works fine after disabling all these five categories, re-enable just one at a time to identify the culprit.

If the issue persists after disabling these trackers categories, re-enable all of them. Then click the cogwheel from the Bitdefender Anti-tracker extension and **add the current website to the list of Exceptions**.