

How to Fix Bitdefender Web Protection (TrafficLight) Installation Issues on macOS

This guide explains how to resolve common issues you may encounter when installing the Bitdefender Web Protection (TrafficLight) browser extension on macOS.

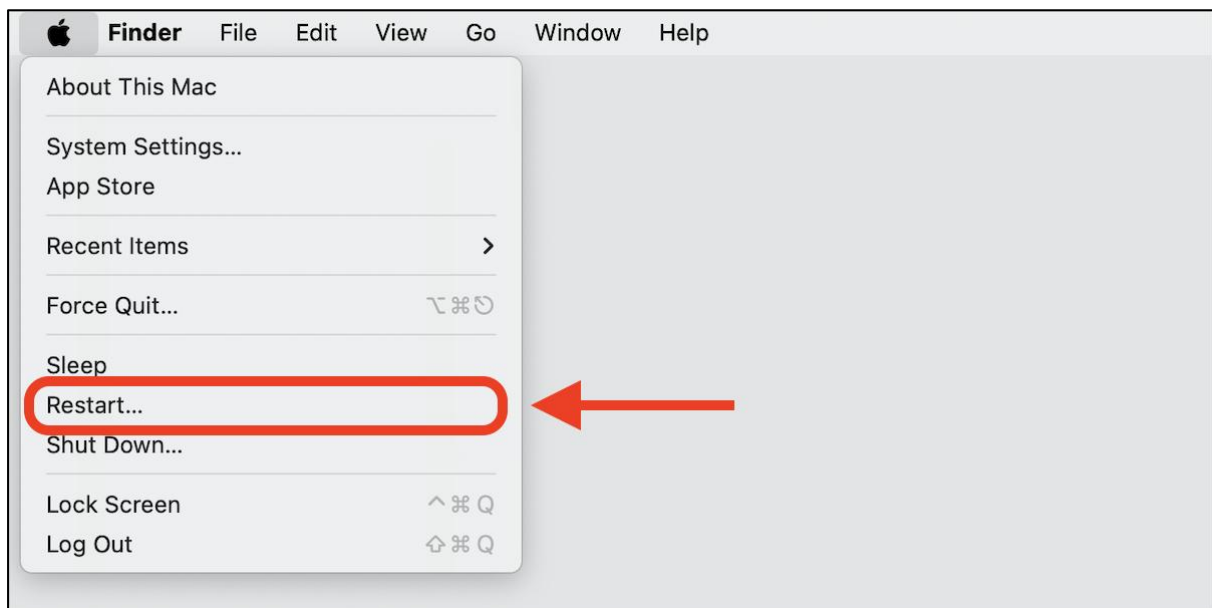
- The “Free Download” button doesn’t work or doesn’t redirect to the extension’s gallery.
- Error messages such as “404” or “Too many redirects” appear.
- In Safari, you are redirected to the Extensions tab, but no install button is available.

Follow the instructions below based on the browser you are using.

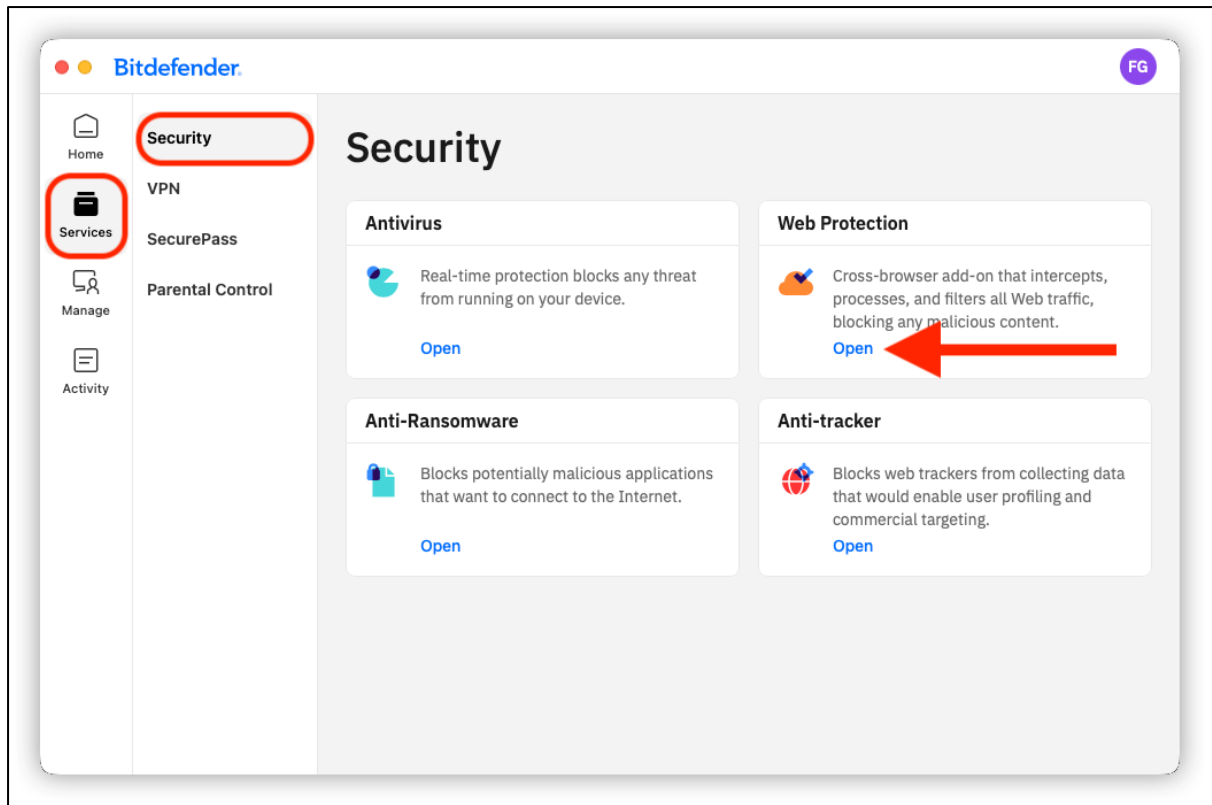
Safari

If you experience any of the above or similar issues in Safari, follow these steps:

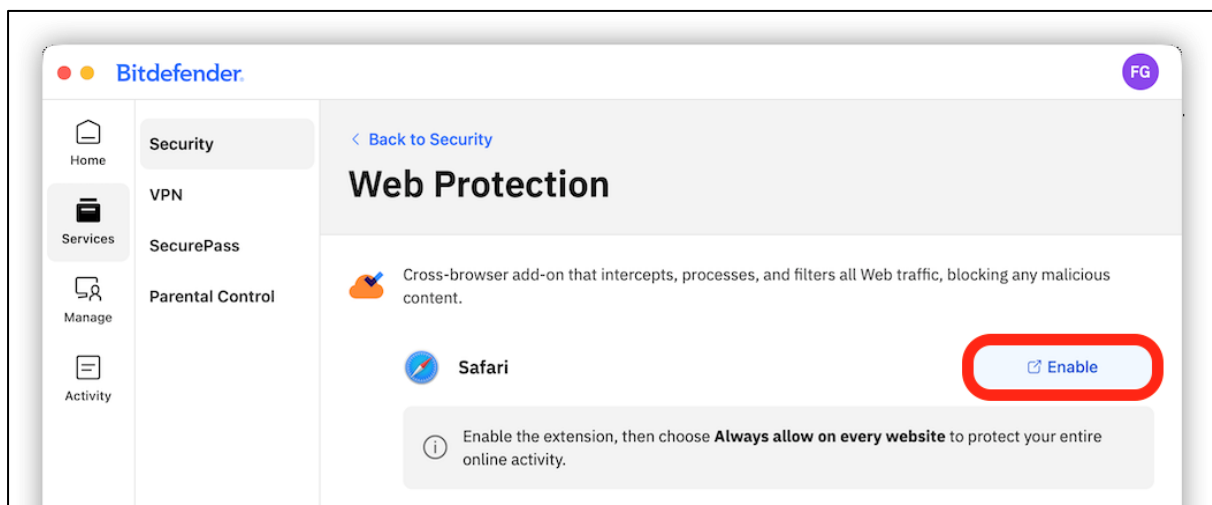
1. Click the Apple  menu and select **Restart** to [reboot your Mac](#).



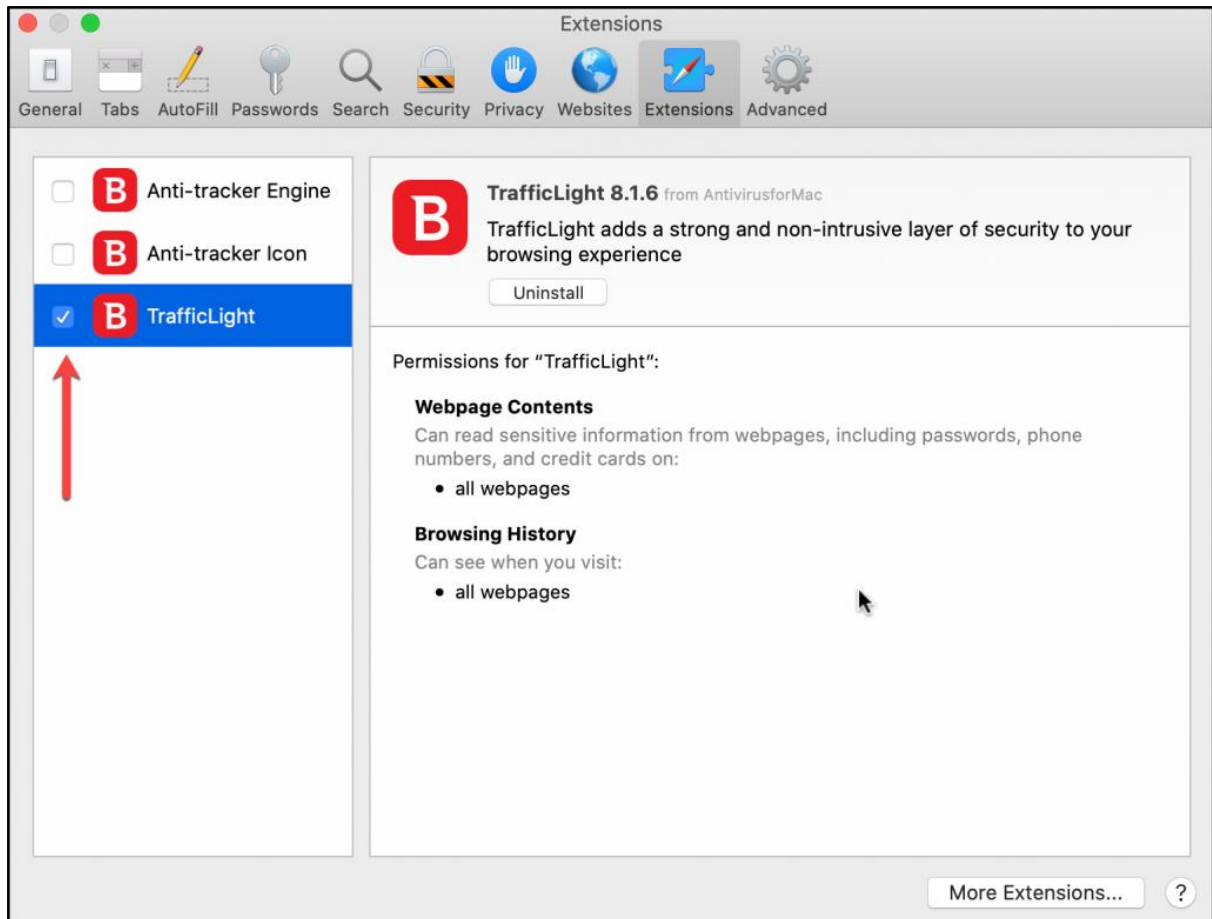
2. After your Mac restarts, open the Bitdefender app and go to **Services** → **Security** → **Web Protection**.



3. Click again the **Enable** button next to Safari.



4. In the Safari Extensions pop-up, check the box next to **TrafficLight** to turn it on.



5. Click **Always allow on every website** to protect your entire online activity in Safari.

Firefox

If you encounter any of the issues above in Firefox, install Bitdefender TrafficLight directly from the Firefox Add-ons gallery:

1. Open **Mozilla Firefox** on your Mac.

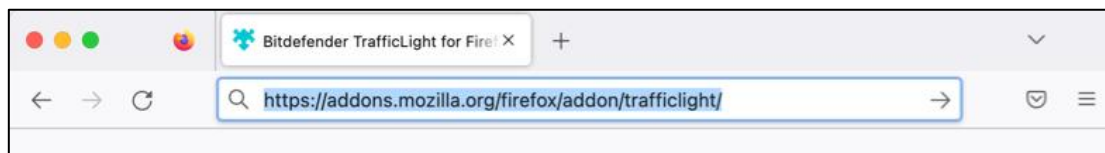


2. Click **Firefox** in the top menu bar, then select **About Firefox**. Firefox will automatically install updates if the browser is not up to date.

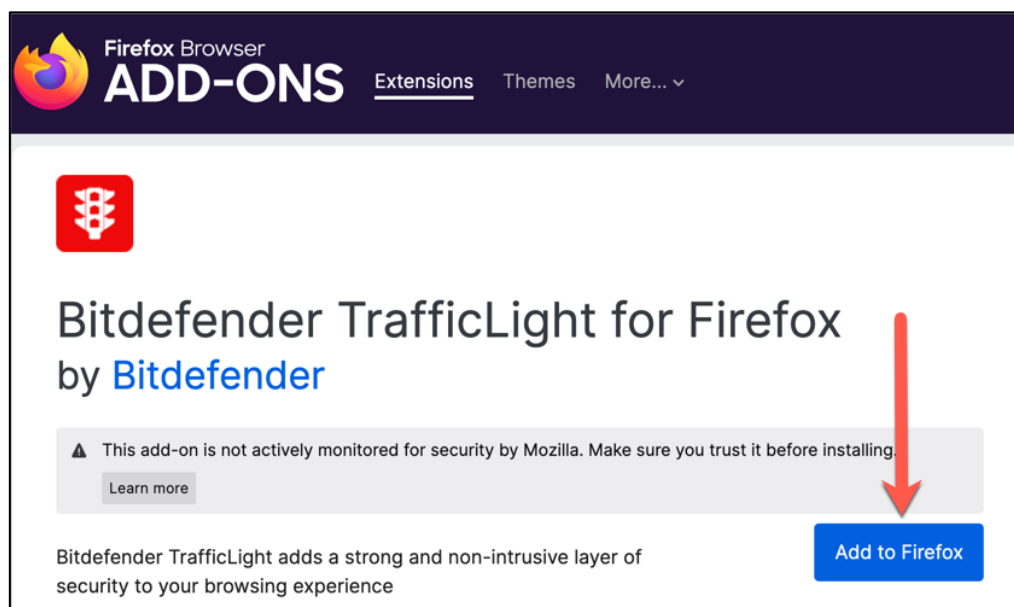


3. Next, copy and paste the following link into the Firefox address bar, then press **Enter** on your keyboard:

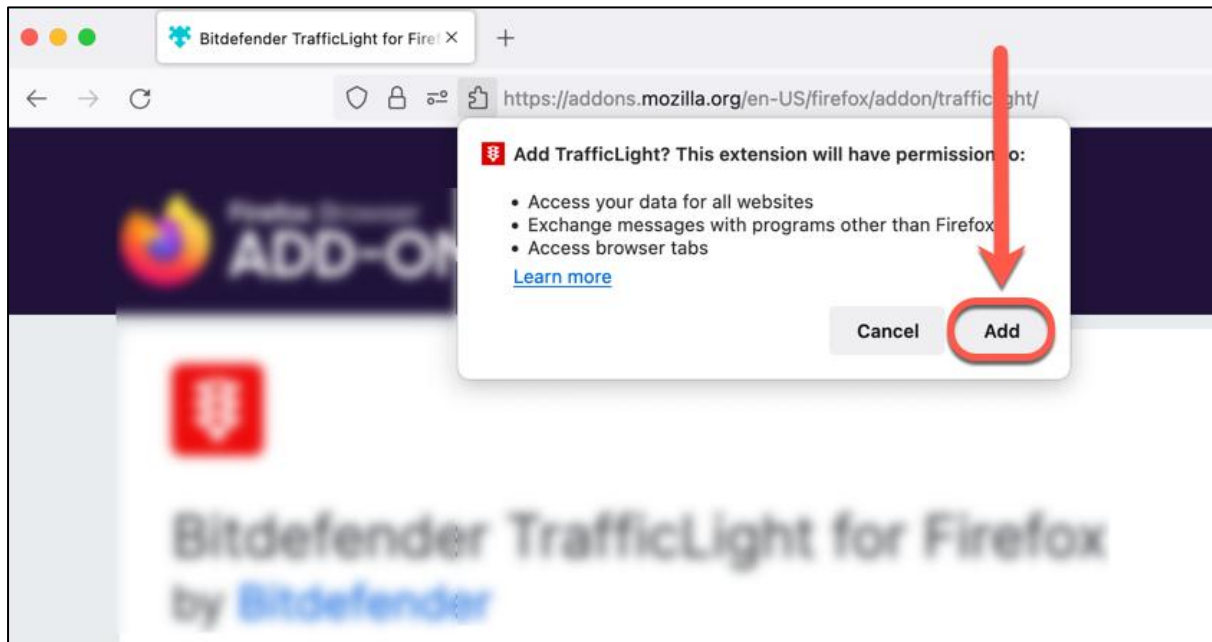
<https://addons.mozilla.org/firefox/addon/trafficlight/>



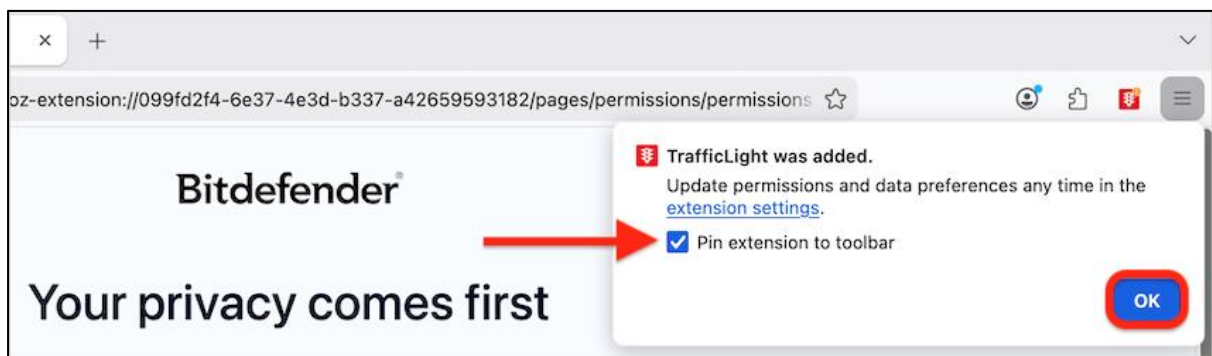
4. After accessing the link, click **Add to Firefox** to install TrafficLight.



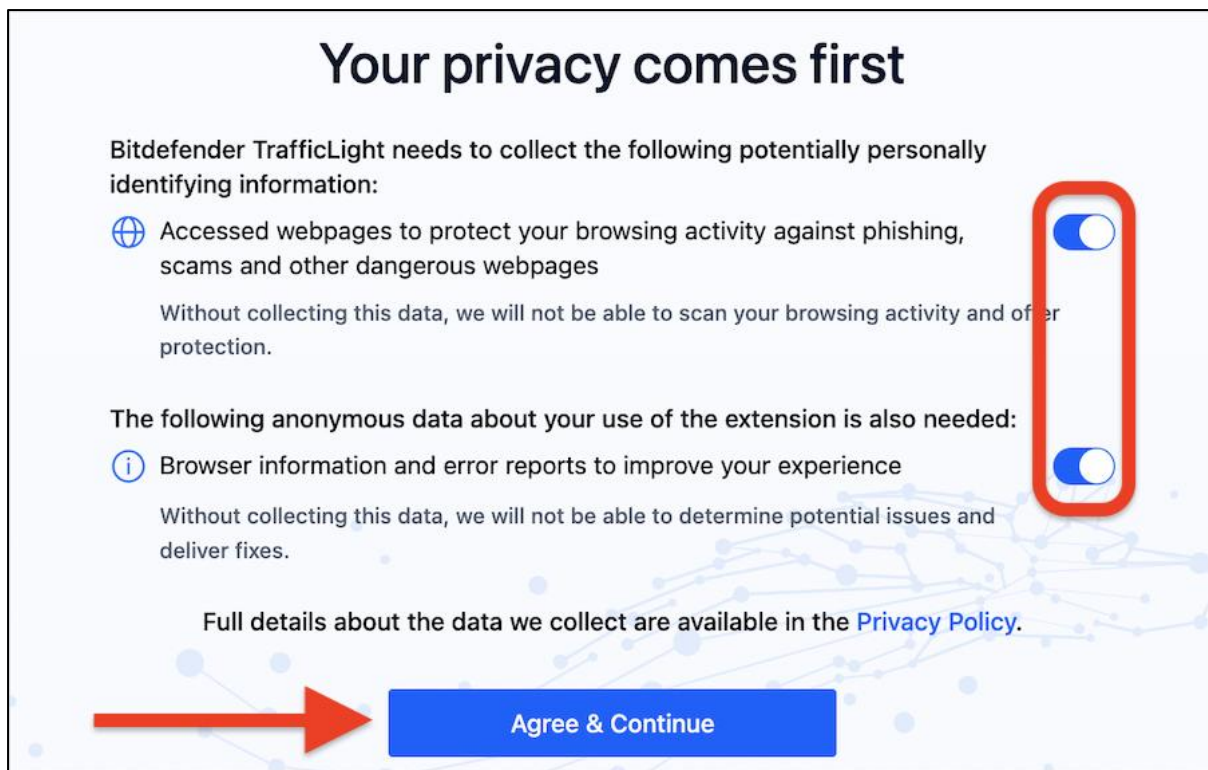
5. In the confirmation pop-up, click **Add**.



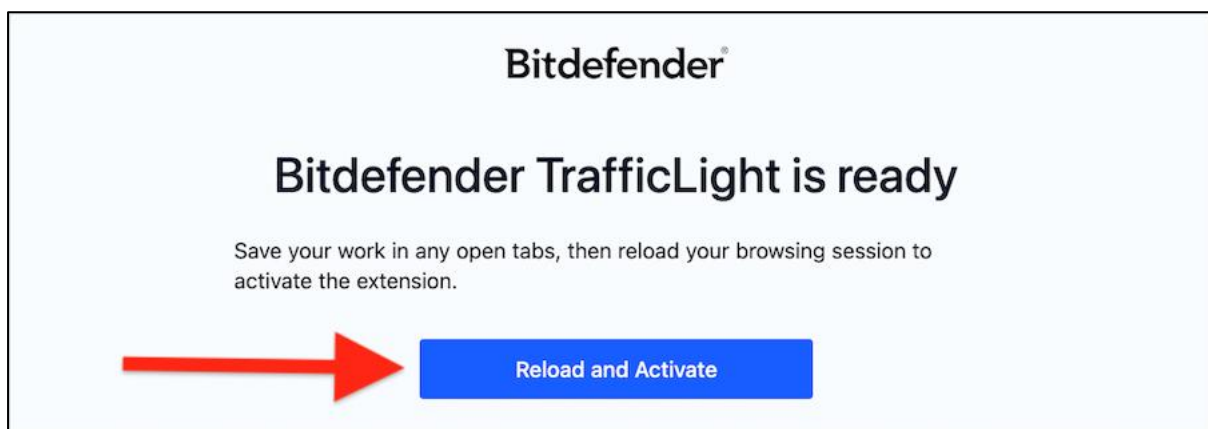
6. Check **Pin extension to toolbar** (optional), then click **OK**.



7. Enable all required permissions for Bitdefender TrafficLight to function correctly, then click **Agree & Continue**.



8. Save your work in any open tabs, then click **Reload and Activate** to refresh your browsing session and turn on the extension.



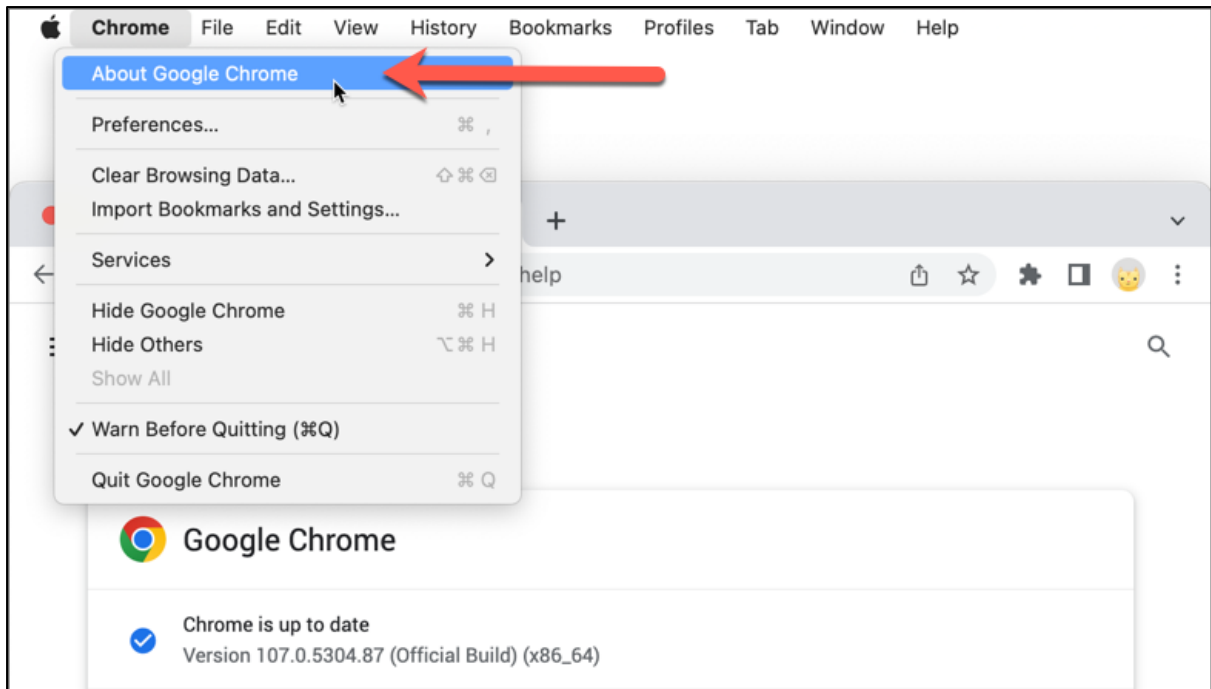
Chrome

If you experience similar issues in Chrome, install Bitdefender TrafficLight directly from the Chrome Web Store:

1. Open **Google Chrome** on your Mac.



2. Click **Chrome** in the top menu bar, then select **About Google Chrome**. Chrome will automatically update if it is not up to date.

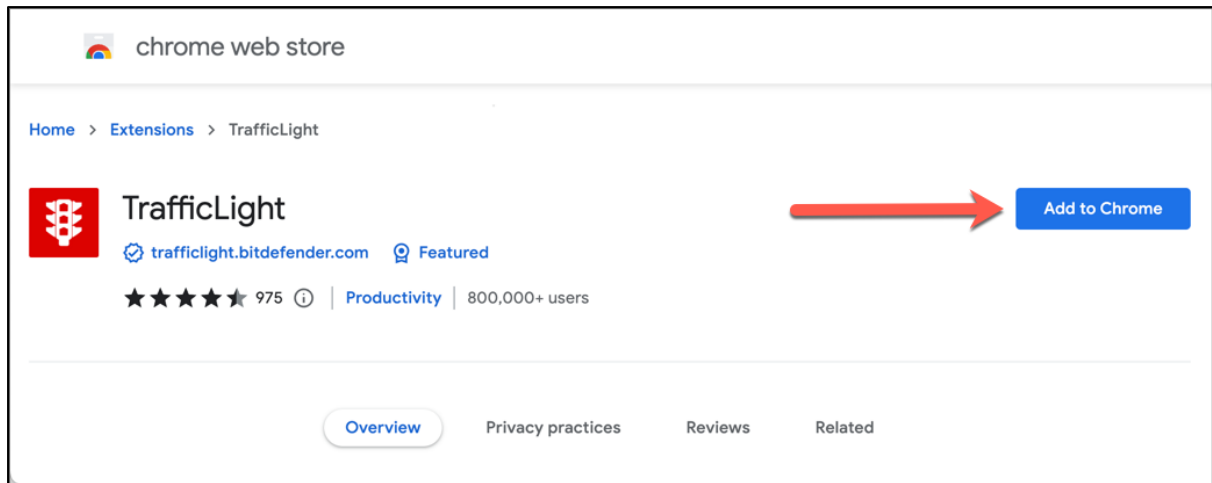


3. Next, copy and paste the following link into the Chrome address bar, then press **Enter** on your keyboard:

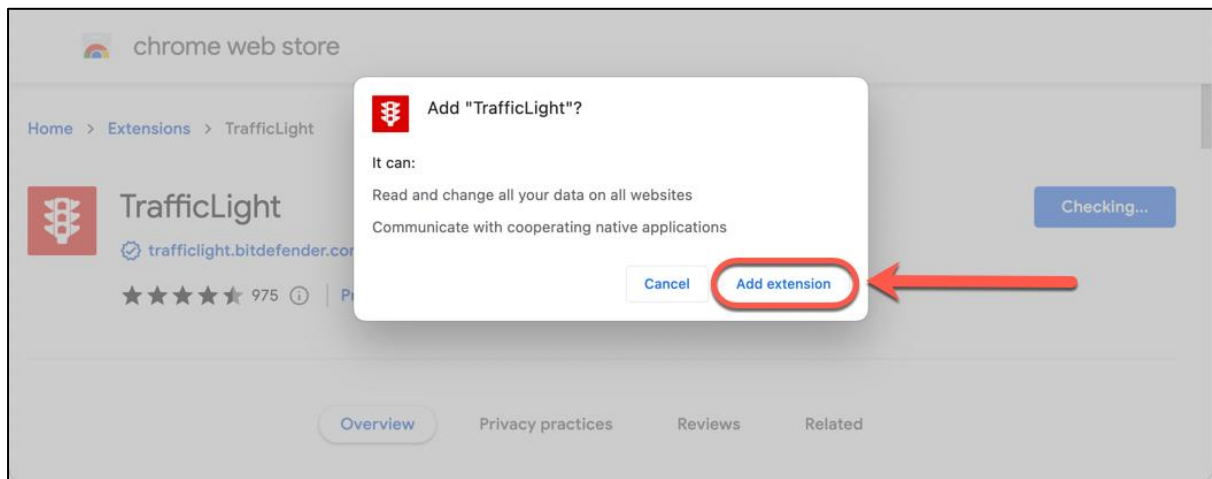
<https://chrome.google.com/webstore/detail/trafficlight/cfnpidifppmenkapgihekkeedinfoenal>



4. After accessing the link, click **Add to Chrome** to install TrafficLight.



5. In the confirmation window, click **Add extension** to complete the installation.



Once the Bitdefender TrafficLight extension is enabled in your macOS browser, a white checkmark inside a circle will appear in the address bar, indicating that web protection is active.