Norton Safe Web Chrome Extension incorrectly listing Blue hosted sites as being unsafe

We have received a report that our hosted Blue sites are being marked as dangerous. After our investigation, we have been able to validate that this false positive alert is being triggered by the Norton Safe Web extension for the Chrome browser that some users can download from the Chrome marketplace.

The error that users will see are similar to the one below. This has been escalated to Norton to ensure they remove the block and whitelist the Bluera domain. We will work diligently with Norton to get this cleared up.

In the mean time, there are several options end users can do to work around the problem.

1) Use another browser, such as Firefox or Safari

2) In Chrome, use the incognito feature by clicking on the three-dotted icon in the top right corner of the screen and then clicking on the New incognito window from the drop down menu

3) Turn off the Norton Safe Web extension. This can be done by clicking on the three-dotted icon in the top right corner of the screen and then clicking on the More Tools -- > Extensions from the drop menu.
In the new window that opens, find the Norton Safe Web Extension, and click on the blue toggle button to disable the extension. It will turn gray when in the off position.

We regret the impact this may have on a small set of your users who have installed this Chrome extension.

If you have any questions or require additional assistance, please contact our support team at support@explorance.com