
















Common Troubleshooting Tips

Check whether request is returned from cache

Visit your website making sure UTMs are appended to the URL. Open up the developer console and navigate to "Network" tab and select the page request (usually at the top) and Select "Headers" in the right panel. Check the cache related headers, if your server does not have any cache you should see "Cache-Control: max-age=0, no-cache, s-maxage=10"

 utm-grabber	Request Method: GET
 utm-grabber/	Status Code:  200 OK
 js_defer.l4cHjq6EEP.js	Remote Address: 104.237.137.65:443
 data:text/javascrip...	Referrer Policy: no-referrer-when-downgrade
 main.bundle.js	Response Headers view source
 js?id=UA-5992641-17	Accept-Ranges: bytes
 analytics.js	Cache-Control: max-age=0, no-cache, s-maxage=10
 js?id=AW-604754791&l=dataLayer&cx=c	Connection: Keep-Alive
 l.js	Content-Encoding: gzip
 hotjar-1988099.js?sv=6	Content-Length: 1537
 collect?v=1&_v=j85&a=577489176&t=pageview&_s=1&dl=...26489...	Content-Type: text/html
 css2?family=Poppins:ital,wght@0,100;0,200;0,300;0,...;1,400;1,500...	Date: Sat, 12 Sep 2020 16:11:41 GMT
 v3	Keep-Alive: timeout=5, max=100
 header-background.jpg	

If there is cache, you should see something like "if-modified-since" or other cache related headers.

