

# Common Troubleshooting Tips

## Check whether request is returned from cache

Visit your website making sure UTM's 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	<b>Request Method:</b> GET
utm-grabber/	<b>Status Code:</b> <span style="color: green;">●</span> 200 OK
js_defer.l4cHjq6EEP.js	<b>Remote Address:</b> 104.237.137.65:443
data:text/javascrip...	<b>Referrer Policy:</b> no-referrer-when-downgrade
main.bundle.js	▼ <b>Response Headers</b> <a href="#">view source</a>
js?id=UA-5992641-17	<b>Accept-Ranges:</b> bytes
analytics.js	<b>Cache-Control:</b> max-age=0, no-cache, s-maxage=10
js?id=AW-604754791&l=dataLayer&cx=c	<b>Connection:</b> Keep-Alive
l.js	<b>Content-Encoding:</b> gzip
hotjar-1988099.js?sv=6	<b>Content-Length:</b> 1537
collect?v=1&_v=j85&a=577489176&t=pageview&_s=1&dl=...26489...	<b>Content-Type:</b> text/html
css2?family=Poppins:ital,wght@0,100;0,200;0,300;0,...;1,400;1,500...	<b>Date:</b> Sat, 12 Sep 2020 16:11:41 GMT
v3	<b>Keep-Alive:</b> timeout=5, max=100
header-background.jpg	

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

**cookie:** HandLtestDomainNameServer=HandLtestDomainValueServer; handl\_ip=207.254.8.1  
93479211.1599846461; \_hjTLDTest=1; \_hjid=bf9f50db-7de1-4d19-be1d-7af8a8dbe808; ga  
jsUVYgADpRUK595EVd8%3D; notifii-\_zldt=70c17acb-313f-45cb-9e08-74637dd13975; \_hjIn  
imp; utm\_medium=Email; utm\_term=Segmentation; utm\_campaign=APT; first\_utm\_source=I  
Finventory-management%2F%3Futm\_source%3DMailchimp%26utm\_medium%3DEmail%26utm\_camp  
2F%2Fwww.notifii.com%2Finventory-management%2F%3Futm\_source%3DMailchimp%26utm\_med  
anMfbn27ebr+wfNDGJNAdTxcxqVfkK5U2BeuIwKx1KVQutUGS0IIS; AWSALBCORS=E7s4iNyIB06CTB2I  
w.notifii.com%2Finventory-management%2F%3F%2Futm\_source%3DMailchimp%26utm\_medium%

sec-fetch-dest: document

sec-fetch-site: none

```
sec-fetch-user: ?1
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This will tell you whether caching is coming from server side (Varnish, CloudFlare) or WordPress site (such as WP Rocket, WP Super Cache etc). Your solution will vary depending on where the cache is coming from. You can whitelist the cookie parameters or/and query arguments used in HandL UTM Grabber V3 or you may have to add the page in the exclusion page altogether.

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