

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.

accept-language: en-GB,en;q=0.9,en-US;q=0.8

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%

```
if-modified-since: Fri, 11 Sep 2020 17:25:16 GMT
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sec-fetch-dest: document

sec-fetch-mode: navigate

sec-fetch-site: none

```
sec-fetch-user: ?1
```

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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