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# Troubleshooting

**When testing "Subscriber notification" this service is not disabled after the subscriber's redirection resulting in subscriber redirection to the notification page from all the pages except the https ones**

The reason for the subscriber's permanent redirection to the notification page is the following: DPI does not see the redirection to the www-site with the notification, so it does not reset the service state. In order to make the reset occurs automatically traffic to the www-server have to be routed through the DPI.

**Tell me how I can implement the logic of service deactivation on a web server, if it is undesirable to route its traffic through the VAS Experts DPI?**

To disable the subscriber notification service you should use the following command on the web server after the page being displayed:

```
fdpi_ctrl del --service 6 --ip <ip или логин>
```

For example:

```
fdpi_ctrl del --service 6 --ip 192.168.0.1
```

This can be achieved by using:

[Remote DPI management](#)

**We have problems with "notification" service. Subscribers continue to view the "information page", although the service is deactivated for this ip after the first page visit in fastdpi. Obviously, there is caching in the browser, its restart helps. This is very annoying for subscribers and makes impossible to use the service.**

You should disable caching of the redirection page. There are exist two options:

1) on the web server

```
Cache-Control: max-age=0, no-cache, no-store, must-revalidate  
Pragma: no-cache
```

2) add the ? sign to the url of the ntf\_server option, it will differ from time to time

```
ntf_server=192.168.0.18/ntf?
```

[about ntf\\_server option](#)