

Checking site status

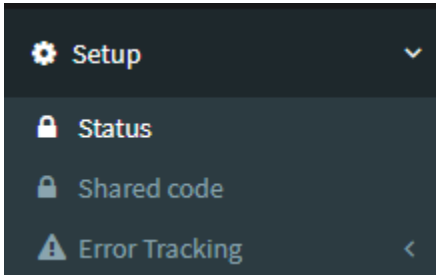
This section shows you how to check whether the Frosmo Platform is receiving data from a site, and whether the data tracking set up for the site is working as expected.

- [Checking the script status](#)
- [Checking conversion tracking](#)
- [Checking transaction tracking](#)
- [Checking product tracking](#)



Checking the script status

To verify that the scripts are running:

1. In the Frosmo Control Panel, select **Setup > Status**.




2. Check the status in **Frosmo scripts** and solve the issue, if any. The available states and their respective troubleshooting methods are listed in the following table.

Status	Icon	Action	Description
Set up	-	Set up	The Frosmo Platform has not received data from the site during the last 30 days. Most likely the Frosmo scrips have not been added to the site. To solve the issue, copy the script elements and add them to your site.
OK		View	The Frosmo Platform is receiving data from the site.
Error		Inspect	The Frosmo Platform has not received data from the site during the last 24 hours. The connection between the platform and the site may be interrupted, or changes made on the site prevent the Frosmo Platform from accessing the site. To solve the issue: <ol style="list-style-type: none">a. To check when the Frosmo Platform has stopped receiving data, click Inspect.b. Check the latest changes made on the site to ensure they don't interfere with the Frosmo Platform.c. Check that the Frosmo scripts are added to the source code of every page on the site.

Checking conversion tracking

To verify the conversion tracking status:

1. In the Control Panel, select **Setup > Status**.
2. Check the status in **Conversions**. The available states and their respective troubleshooting methods are listed in the following table.



Status	Icon	Action	Description
Set up	-	Set up	Conversion tracking has not yet been set up. The Frosmo Platform is not receiving conversions from the site. To solve the issue, set up conversion tracking .
OK		View	The Frosmo Platform is receiving conversions from the site. To view the latest conversion statistics , click View .

Error		Inspect	<p>The Frosmo Platform has not received data from the site during the last two hours.</p> <p>To solve the problem:</p> <ol style="list-style-type: none"> To check, when the Frosmo Platform stopped receiving conversion data, click Inspect. Check that conversions are being tracked. If you are using the data layer to track conversions, check that the data layer receives data.
-------	---	----------------	---

Checking transaction tracking

To verify the transaction tracking status:

- In the Control Panel, select **Setup > Status**.
- Check the status in **Product transactions**. The available states and respective troubleshooting methods are listed in the following table.



Status	Icon	Options	Description
Set up	-	Set up	<p>Transaction tracking has not yet been set up and therefore the Frosmo Platform is not receiving transaction data from the site.</p> <p>To solve the issue, set up transaction tracking.</p>
OK		View	<p>The Frosmo Platform is receiving transaction data from the site.</p> <p>To view the latest transaction statistics, click View.</p>
Error		Inspect	<p>The Frosmo Platform has not received transaction data from the site during the last two hours.</p> <p>To solve the problem:</p> <ol style="list-style-type: none"> To check, when the Frosmo Platform stopped receiving transaction data, click Inspect. Check that transactions are being tracked for the site. If you are using the data layer to track transaction data, check that the data layer receives data.

Checking product tracking

After you've set up product tracking, you can check any time that the Frosmo Platform is receiving product data from the site.

To verify the product tracking status:

- In the Control Panel, select **Setup > Status**.
- Check the status in **Product views**. The available states and respective troubleshooting methods are listed in the following table.

Status	Icon	Options	Description
Set up	-	Set up	<p>Product tracking has not yet been set up and therefore the Frosmo Platform is not receiving product data from the site.</p> <p>To solve the issue, set up product tracking.</p>
OK		View	<p>The Frosmo Platform is receiving product data from the site.</p> <p>To view the latest product statistics, click View.</p>
Error		Inspect	<p>The Frosmo Platform has not received product data from the site during the last two hours.</p> <p>To solve the problem:</p> <ol style="list-style-type: none"> Click Inspect to check, when the Frosmo Platform stopped receiving product data. Check that products are being tracked for the site. If you are using the data layer to track products data, check that the data layer receives data.