

# Previewing content and troubleshooting issues

You can use [Frosmo Preview](#) to preview and troubleshoot how the Frosmo Platform is working on your site. You can also view detailed information about your current visitor session and about your site.

Before you proceed, make sure you're familiar with the following getting started topics:

- [Key features and concepts](#)
- [Basic feature setup](#)
- [Introduction to the Frosmo Control Panel](#)
- [Creating personalized content](#)

Let's walk through a few common use cases:

- [Previewing a modification](#)
- [Debugging a modification](#)
- [Checking your current segments](#)

For additional uses case documentation, see [Further use cases](#).

## Previewing a modification

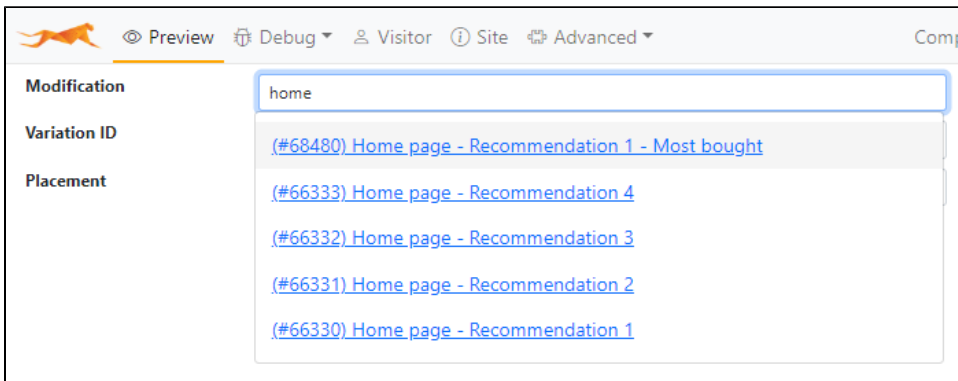
You can preview how a [modification](#) looks and behaves in different [placements](#) on a page. You can preview both active and inactive modifications.

You can use previewing to, for example:

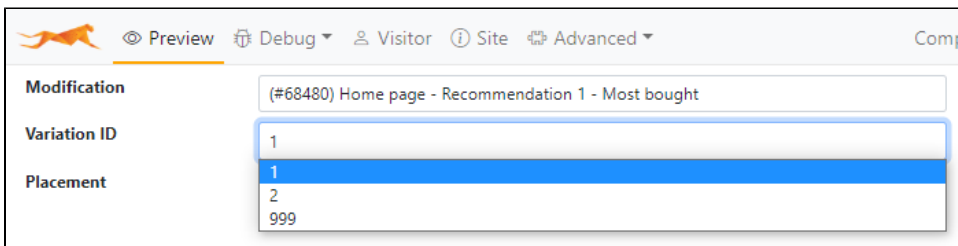
- Test how a modification you've just created, but haven't yet activated, actually looks on the page.
- Try out how an existing modification works in placements other than the one to which the modification is currently assigned.

To preview a modification:

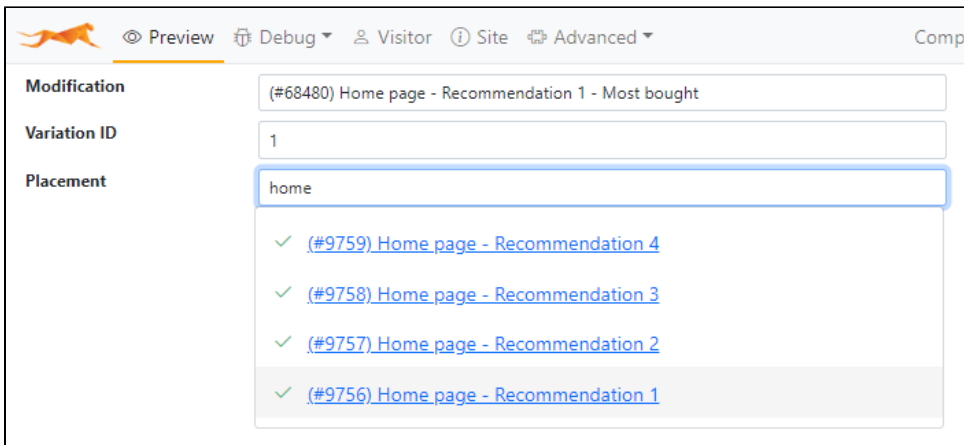
1. Go to your site, and navigate to the page where you want to preview the modification.
2. [Launch Frosmo Preview](#).
3. Select **Preview**.
4. In the **Modification** field, select the modification you want to preview. To filter the list of modifications, start typing the ID or name of your modification.



5. In the **Variation ID** field, select the content variation you want to preview. Variation **999** denotes the comparison group, that is, the original content.



6. In the **Placement** field, select the placement in which you want to preview the modification. To filter the list of placements, start typing the ID or name of your placement. Placements marked with a green check mark (✓) are valid for the current page, so select from them.



7. Click **Preview**. The page displays the selected modification variation in the selected placement.

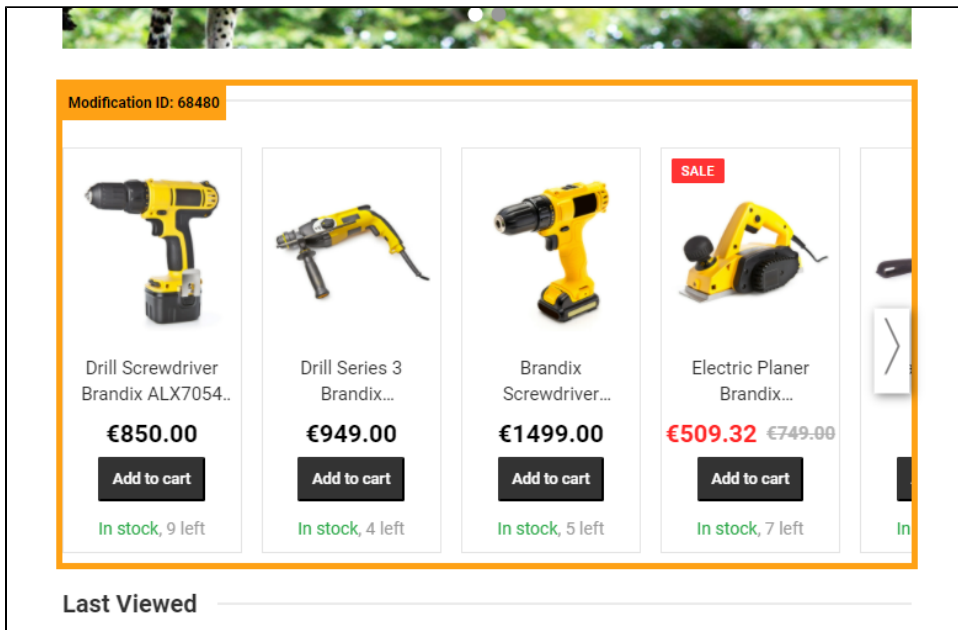


8. While previewing:

- To highlight the modification, click **Highlight**.



The browser viewport scrolls to the modification, unless the modification is already inside the viewport, and the modification gets highlighted with an orange border.



To remove the highlight, click **Preview**.

- To view summary information about the modification and placement, check the **Modification** and **Placement** tabs.

Comparison Group:  Decile: 4 Console: Disabled Test mode:  WS: -

Preview Reset Highlight

Modification Placement

ID #68480

Tracking

Issues No issues have occurred on the current page.

✔ If you want to view more detailed information about the modification and placement, [debug them instead](#).

- To end the preview, click **Reset**. The selected placement reverts to its normal content.

Comparison Group:  Decile: 4 Console: Disabled Test mode:  WS: -

Preview **Reset** Highlight

Modification Placement

ID #68480

## Debugging a modification

You can debug a [modification](#) to:

- Troubleshoot why the modification is not displaying on a page or otherwise working as you'd expect.
- View detailed information about the modification and associated components.

To debug a modification:

- Go to your site, and navigate to the page where you want to debug the modification.
- [Launch Frosmo Preview](#).
- Select **Debug > Modifications**. The view lists all active and inactive modifications defined for the site.

Preview **Debug - Modifications** Visitor Site Advanced

There are 4 / 9 modifications shown on the current page, in which there are 7 active placements. The following modifications are either currently shown or have an active placement. [Highlight all](#)

ID	Name	Variation ID	Variation title	Debug
✓ #66330	Home page - Recommendation 1	#1	Most viewed on site (24 hours) (no affinity)	<a href="#">▶</a>
✓ #66331	Home page - Recommendation 2	#1	Most viewed by visitor (no affinity)	<a href="#">▶</a>
✓ #66332	Home page - Recommendation 3	#2	Most viewed on site (recent weeks) (100% affinity)	<a href="#">▶</a>
✓ #66333	Home page - Recommendation 4	#1	Fixed items	<a href="#">▶</a>

- Click the **Debug** button for the modification you want to debug.

ID	Name	Variation ID	Variation title	Debug
✓ #66330	Home page - Recommendation 1	#1	Most viewed on site (24 hours) (no affinity)	<a href="#">▶</a>
✓ #66331	Home page - Recommendation 2	#1	Most viewed by visitor (no affinity)	<a href="#">▶</a>

The application displays detailed information about the modification and associated components in the debugging section.

Comparison Group:  Decile: 4 Console: Disabled Test mode:  WS: -

Debug a modification:  
 (#66330) Home page - Recommendation 1 Highlight

Rendered Display Click True display

Modification Placement Segments Template Trigger Advanced Tracking

Google Analytics Visitor

ID	#66330								
Active	✓								
Case	Multi-armed bandit								
Type	Basic								
Variations	3, including comparison group								
Test mode	✗								
Deciles	1, 2, 3, 4, 5, 6, 7, 8, 9, 10								
Devices	Desktop, Mobile, Tablet								
Segments	No segment rules have been defined								
Variation	<table border="1"> <tr><td>ID</td><td>1</td></tr> <tr><td>Title</td><td>Most viewed on site (24 hours) (no affinity)</td></tr> <tr><td>Type</td><td>HTML</td></tr> <tr><td>GA tracking enabled</td><td>✗</td></tr> </table>	ID	1	Title	Most viewed on site (24 hours) (no affinity)	Type	HTML	GA tracking enabled	✗
ID	1								
Title	Most viewed on site (24 hours) (no affinity)								
Type	HTML								
GA tracking enabled	✗								
Data source	Returned from the Frosno Platform i.e. via <a href="#">Message API</a>								
Issues	No issues have occurred on the current page.								

5. In the debugging section:

- To highlight the modification, if it's currently displayed, click **Highlight**.

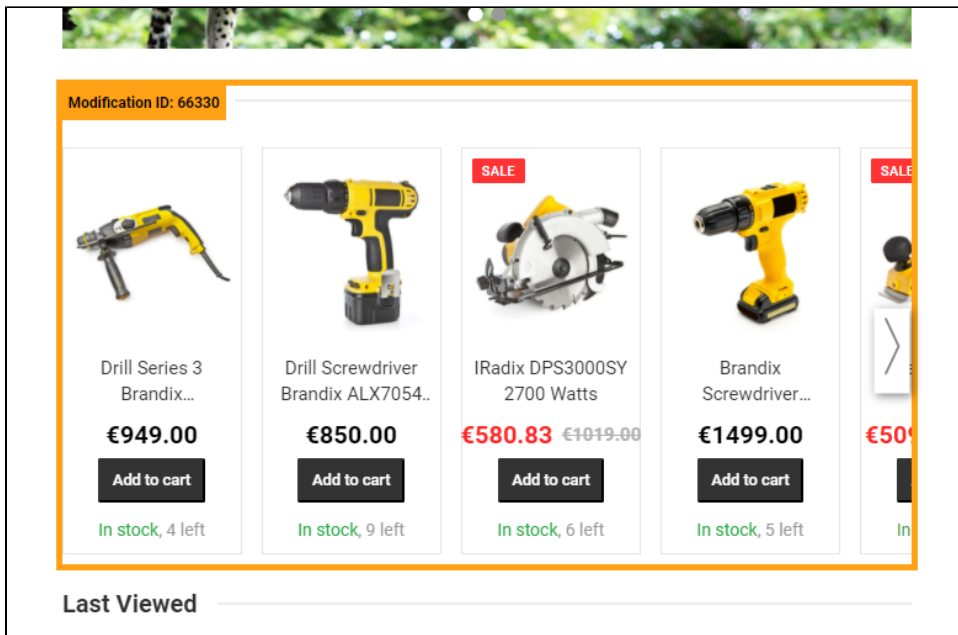
Comparison Group:  Decile: 4 Console: Disabled Test mode:  WS: -

Debug a modification:  
 (#66330) Home page - Recommendation 1 Highlight

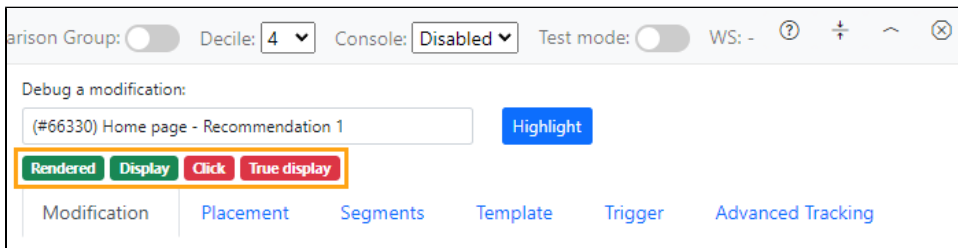
Rendered Display Click True display

Modification Placement Segments Template Trigger Advanced Tracking

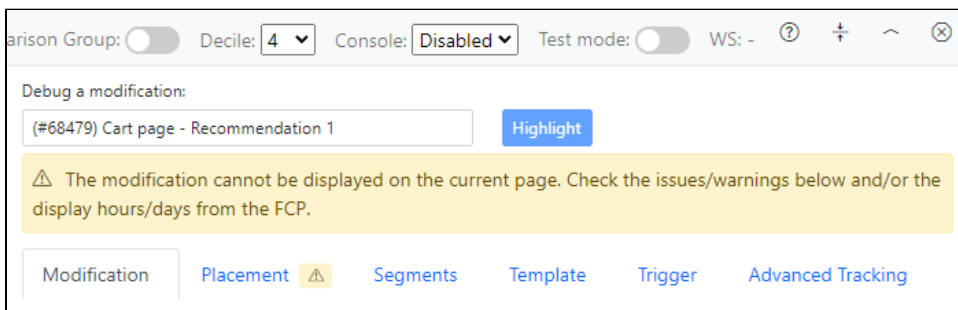
The browser viewport scrolls to the modification, unless the modification is already inside the viewport, and the modification gets highlighted with an orange border.



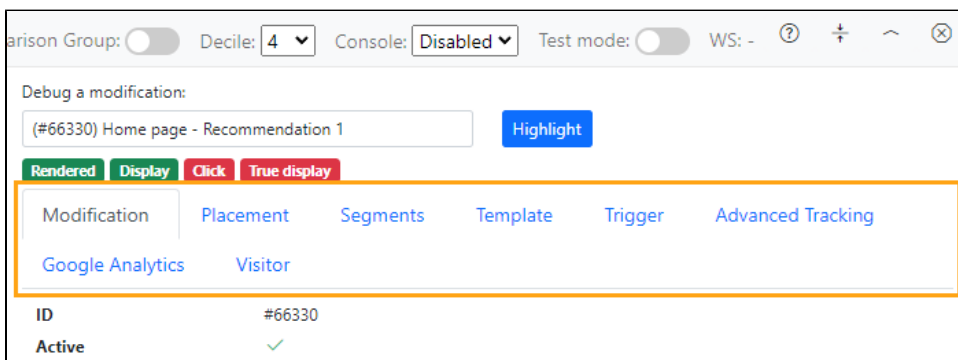
- To remove the highlight, click **Unhighlight**.
- To find out which **basic events** the modification has triggered on the current page load, check the modification status. Green means the event has been triggered, while red means the event has not been triggered.



If the platform cannot display the modification on the current page, the application displays an error message.



- To view detailed information about the modification or an associated component, select the appropriate tab.



If there's an issue with the modification or an associated component, the application displays a warning sign next to the tab label, and next to the specific field that the issue concerns.

The screenshot shows the Frosmo Platform interface with the 'Placement' tab selected. A yellow warning triangle is visible next to the 'Placement' tab label and the 'Matches' field. The 'Matches' field shows a value of 0. The 'Name' field is 'Cart page - Recommendation 1' and the 'Target element(s)' section shows 'Selector: div.cart-items', 'Type: CSS', and 'Version: 2'. The 'Display method' is 'After element' and the 'Rendering' status is 'The placement has started waiting for the target element(s) to exist'. The 'URL matcher(s)' is '[ The page URL ends with /cart ]'. The 'Data source' is 'No request to the Frosmo Platform has been created i.e. the Message API request is missing'. The 'Issues' section shows 'No issues have occurred on the current page.'

## Checking your current segments

To check how you are currently segmented as a visitor on your site:

1. [Launch Frosmo Preview](#).
2. Select **Visitor**. The application displays detailed information about your current visitor session.

The screenshot shows the Frosmo Platform interface with the 'Visitor' tab selected. The 'Segments' section is visible on the right side of the interface, displaying a list of segments with their IDs and names. The segments listed are: 58636 (Visitor is not in CG and has seen a modification), 58412 (Viewed a product in the past 24 hours), 58413 (Affinity is known), 58694 (Interested in brand: Wakita), and 58417 (Bought a product in the past 14 days). The 'Conversions' section is also visible, showing a table with columns for Name, Type, and Count. The 'Data layer' section shows a list of data points, including (21) [object, object, object, object, object, object, object, object, object, object, ...], (userInterest: object), and (page: object, user: object).

3. In the **Segments** section, check the listed segments. These are the segments that you are currently in.

The screenshot shows the Frosmo Platform interface with the 'Visitor' tab selected. The 'Segments' section is highlighted with a red box, indicating the segments that the user is currently in. The segments listed are: 58636 (Visitor is not in CG and has seen a modification), 58412 (Viewed a product in the past 24 hours), 58413 (Affinity is known), 58694 (Interested in brand: Wakita), and 58417 (Bought a product in the past 14 days). The 'Conversions' section is also visible, showing a table with columns for Name, Type, and Count. The 'Data layer' section shows a list of data points, including (21) [object, object, object, object, object, object, object, object, object, object, ...], (userInterest: object), and (page: object, user: object).

## Further use cases

- Learn how to [check whether data tracking is collecting the correct data and otherwise working as expected on your site](#).
- Learn how to [troubleshoot and solve common problems that you might run into when working with modifications and other features](#).