

# OpenWrap troubleshooting

This page offers troubleshooting tips for some of the more common issues you might experience with OpenWrap. If you encounter an issue that you're unable to troubleshoot yourself, feel free to contact your Customer Success representative.

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## Scenario:

You want to know the version details of an OpenWrap JS implementation.

## Solution:

You'll need to use a Chrome browser for this solution.

1. Open the web page where an OpenWrap tag has been implemented.
2. Open the Chrome DevTools Console. In the browser menu, select View > Developer > Developer Tools
3. Execute this command: `PWT.versionDetails`. The results will display:

<ul style="list-style-type: none"><li>• <code>openwrap_version</code></li><li>• <code>prebid_version</code></li><li>• <code>profileId</code></li><li>• <code>profileVersionId</code></li><li>• <code>timeout</code></li></ul>	
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## Learn more

For more information: [Chrome DevTool Console](#)

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## Scenario:

PWT.js is not loading on the page.

## Things to check / potential solution(s):

- Does the pub ID point to the correct account?
- What is the status of the profile version that is being requested? Versions in DRAFT will not return `PWT.js` until the ad mapping is assigned and the version is pushed to STAGING.

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## Scenario:

`PWT.js` is loading on the page.

But no network request to translator appear in the network console

## Things to check / potential solution(s):

- Are the ad slots mapped correctly?

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## Scenario:

The PWT visual console (yellow boxes over the ad units) displays: "There are no bids from PWT."

## Things to check / potential solution(s):

- Try forcing a winning bid via the code snippet in the console.

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## Scenario:

The "Check All Bids" snippet is returning "No OpenWrap responses."

## Things to check / potential solution(s):

- Are the ad slots defined on the page?
  - Is GPT.js loading?
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**Scenario:**

PubMatic wins the bid (or you are forcing a winning bid via the console snippet) and you see the expected `pwtbst`, `pwtecp`, etc values passed to GAM, but no creatives are appearing.

**Things to check / potential solution(s):**

- Add the `&googfc` URL parameter on the page to bring up GAM's inspector. Which line item is winning the bid?