

How to set up the RudderStack Event Tracking extension

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This guide walks you through installing the RudderStack Event Tracking extension, so your campaign interactions are automatically forwarded to RudderStack, with nothing to configure on individual campaigns.

What you'll learn

- How to send Digioh campaign interactions to RudderStack automatically
- How to install and publish the RudderStack Event Tracking extension
- What data the extension sends, based on Digioh's Standard Event Tracking Data Model
- What each notification means and how to troubleshoot missing events

Unlike extensions that use campaign metadata to change behavior, this extension has no configuration of its own. It forwards every event and property defined in Digioh's Standard Event Tracking Data Model to RudderStack, unchanged. Once installed, there's nothing further to set up on individual campaigns.

For the full list of events and properties this extension sends, see the [Standard Event Tracking Data Model guide](#). That article is the source of truth for what data this extension tracks. This guide covers installation and troubleshooting only.

Before you install

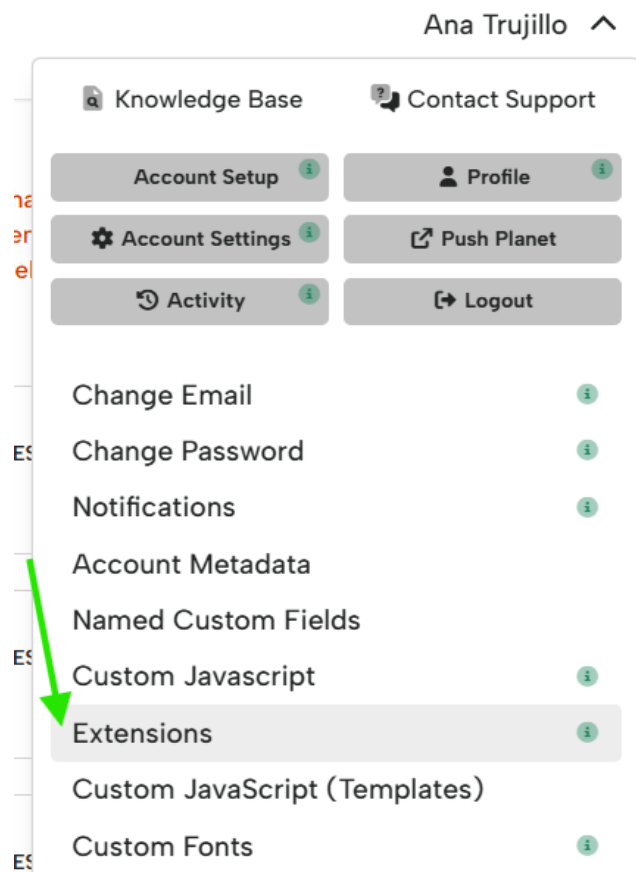
Make sure the RudderStack JavaScript SDK is loaded on your site alongside Digioh, and that it finishes initializing before your campaigns display.



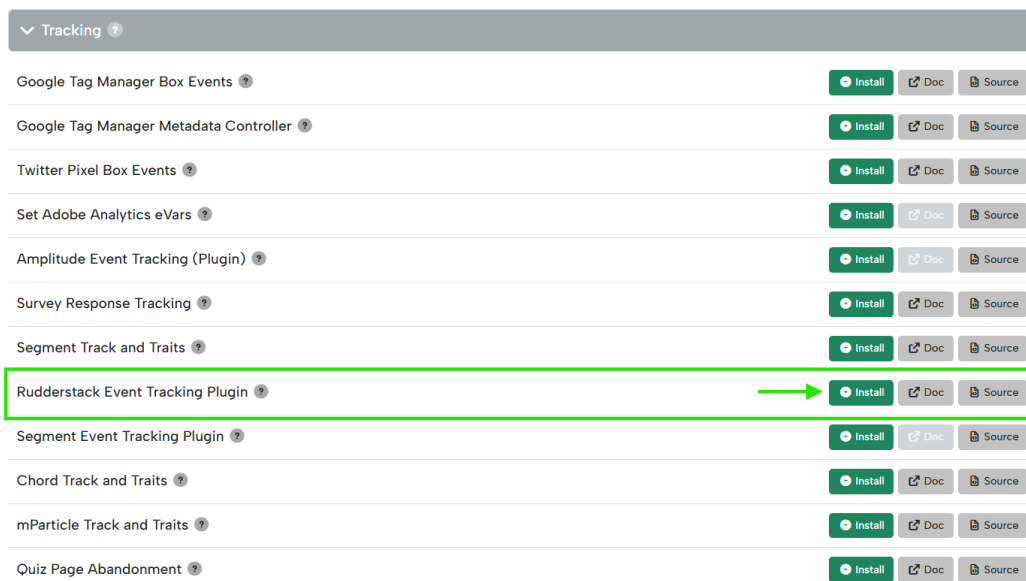
Important: the extension checks for the RudderStack SDK on the page and won't send data if it isn't found.

Install the extension

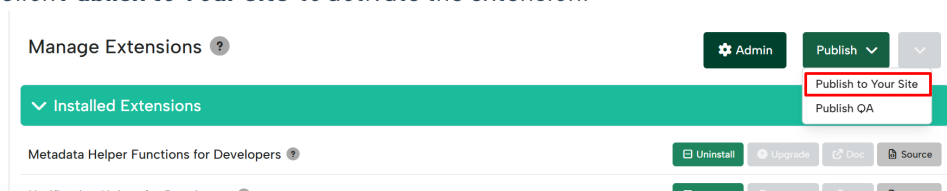
1. Click your account name in the top right corner and select Extensions.



2. Find the **RudderStack Event Tracking Plugin** under the **Tracking** category and click **Install**



3. Click **Publish to Your Site** to activate the extension.



Note: Once published, Digioh automatically tracks the Standard Event Tracking Data Model events to your RudderStack instance. No campaign metadata is required.



How it works

- **Checking for RudderStack.** Before sending anything, the extension confirms the RudderStack SDK is present on the page. If it isn't, the extension stays silent and sends nothing.
- **Cleaning event data.** Before an event is sent, the extension removes any property that's blank or missing, so RudderStack never receives empty values.
- **Sending the event.** The cleaned event and its properties are sent to RudderStack using the standard event names and properties described below.



Important: the RudderStack SDK must be fully initialized before Digioh checks for it. If your SDK loads asynchronously or later than Digioh, tracking may not start for that page.

Event data model

This extension has no metadata or settings of its own. Every event it sends, and every property on those events, comes directly from the [Digioh Standard Event Tracking Data Model](#). Common properties include `digioh_box_id`, `digioh_box_name`, and `digioh_box_type`. Standard events include `digioh_box_display`, `digioh_box_engaged`, `digioh_box_submit`, `digioh_box_redirect`, `digioh_box_conversion`, and others.

Test the integration

1. Open the campaign in Digioh Preview mode to see simulated notifications of what the extension would track, without sending real data. You can check this by clicking the Digioh icon at the bottom left corner, which will open the diagnostics panel.
2. Open the campaign in QA mode on your live site so the RudderStack SDK is present and events fire for real.
3. Confirm the events and properties arrive as expected using RudderStack's Live Events view or Source Debugger.

Troubleshooting

Notification	Meaning
Discarded invalid event property {prop}:{value}	A property on the event was blank, null, or undefined, so the extension removed it before sending. This is informational and doesn't stop the rest of the event from being tracked.
Invalid RudderStack SDK install, contact Digioh support	RudderStack was detected on the page, but its track function isn't available. This usually means the SDK loaded incompletely or an unsupported version is installed.

No events appear in RudderStack, and no notifications appear either

The extension didn't detect the RudderStack SDK at all (no notification is shown in this case). Confirm the RudderStack SDK is installed on the page and finishes initializing before Digioh loads.

Best practices

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Load and initialize the RudderStack SDK before your Digioh campaigns render, so the extension can detect it reliably on every page.

- Use RudderStack's Live Events view or Source Debugger during QA to confirm events and properties arrive with the values you expect.
- Treat the Standard Event Tracking Data Model guide as the source of truth for this extension's behavior. There's nothing RudderStack-specific to configure beyond it.

Things to avoid

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Don't assume tracking is working just because you don't see an error. If RudderStack isn't detected on the page, the extension stays silent and sends nothing.

That's it, your RudderStack integration is live. Need a hand? Reach out to support@digioh.com.
