

Common Issues & Solutions

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This guide helps you solve the most common problems people face in Sherkety ERP & Website Platform. It is organized by symptom, so you can go straight to the issue you see on screen.

For each issue, you will find:

- **Symptom:** what you notice
- **Likely cause:** what usually explains it
- **What to do:** the quickest practical fix

If your issue is tied to a specific page or task, use the linked guide for more detailed help.

Login and Access Issues

I cannot sign in to the admin area

Symptom

You try to sign in, but you do not reach the admin area.

Likely cause

This is usually caused by incorrect sign-in details, using the wrong page, or trying to access an area your account cannot open.

What to do

1. Make sure you are opening the admin sign-in area, not a public website page.
2. Re-enter your sign-in details carefully.
3. If you recently changed access, sign out fully and sign in again.
4. If you still cannot access admin pages, ask an administrator to confirm your account and role.

For related access problems, see [Using Admin Dashboard Cues to Reach Common Tasks](#) and [Managing User Accounts and Role Assignments](#).

I signed in, but I cannot see the page or tool I expected

Symptom

You are inside the admin area, but a page, shortcut, or tool is missing.

Likely cause

Your account may not have permission to open that area, or the page may be filtered out by your role.

What to do

1. Check whether other protected pages such as **Dashboard** are available.
2. Ask whether your role includes access to the page you need.
3. If a shortcut is missing from the dashboard, try opening the section from the main navigation instead.
4. If access was recently updated, sign out and sign in again.

See [Using Admin Dashboard Cues to Reach Common Tasks](#), [Viewing and Maintaining User Accounts](#), and [Managing User Accounts and Role Assignments](#).

I do not see edit controls on the live website

Symptom

You open a public page, but there is no **Edit** button, admin bar, or inline editing control.

Likely cause

You may be signed out, using an account without editing rights, or viewing the page in a public session.

What to do

1. Confirm that you are signed in.
2. Make sure your account has website editing access, such as a content editor or administrator role.
3. Refresh the live page after signing in.
4. Confirm you are on the actual public page you want to edit, not a separate preview or public-only session.

See [Editing Content Directly From the Website](#), [Understanding Inline Editing Entry Points on Public Pages](#), and [Using Section and Footer Edit Controls](#).

Navigation and Page-Finding Issues

I cannot find a service page

Symptom

You know a service exists, but you cannot find its page.

Likely cause

The page is usually not missing. More often, the problem is the route you are using through the website.

What to do

1. Use the main header instead of only scrolling the homepage.
2. On smaller screens, open the menu first.
3. Check the services area in the header or the related service category page.
4. If one page feels too general, go back to the service overview and narrow your choice.

See [Finding Services Through Navigation and Service Menus](#), [Discovering Business Services From Service Pages](#), and [Discovering Services and Comparing Business Offers](#).

A header or footer link does not go where I expected

Symptom

You click a link in the header or footer and land on a different page than expected.

Likely cause

The link may belong to a different group than you assumed, or it may be a company, policy, contact, or section link rather than a product link.

What to do

1. Read the link label again and compare it with the destination page.
2. Check whether you clicked a company link, a policy link, or a service link.
3. If you are in the footer, try the full **Contact** page or the main header instead.
4. If the logo does not return you home, refresh the page and try again from a public page.

See [Using Header Navigation Across Public Pages](#), [Navigating Footer Link Groups and Secondary Destinations](#), and [Understanding Footer Navigation and Secondary Links](#).

I feel lost between marketing pages, package pages, and ERP pages

Symptom

You keep moving between pages but still cannot tell where the detailed answer is.

Likely cause

Different page types answer different questions. A package page may be too broad, while an ERP app page may be more specific.

What to do

1. If a package page feels too high-level, move to the ERP apps catalog.
2. If an app page feels too narrow, go back to the broader package or service page.
3. Compare only similar page types at one time.
4. Use the page that best matches your question: overview, comparison, pricing, or inquiry.

See [Using ERP Discovery Paths From Marketing Pages](#) and [Evaluating ERP Modules From Catalog to Detail Pages](#).

Language and Translation Issues

The page opens in the wrong language

Symptom

You expected one language, but the page opens in another.

Likely cause

You may have opened a general page address or an older bookmark instead of a language-specific page.

What to do

1. Check the page address.
2. Confirm that the language part appears at the beginning of the page path.
3. Use the language switcher again from the current page.
4. Update old bookmarks if they keep opening the wrong version.

See [Browsing Localized Pages and Language Specific Routes](#) and [Understanding Language Specific Routes and Page Availability](#).

The language switcher sends me to the homepage

Symptom

You switch languages, but instead of the matching page, you land on the homepage.

Likely cause

The current page may not yet have a published version in the language you selected.

What to do

1. Try another public page in the same language.
2. Check whether the destination page exists in that language.
3. If you are managing content, confirm that the translated version has been saved and made live.
4. If needed, continue from the homepage in the selected language.

See [Switching Languages While Browsing the Platform](#) and [Understanding Language Specific Routes and Page Availability](#).

A translated field looks blank in the editor

Symptom

You switch languages in the editor and one or more fields are empty.

Likely cause

That language version may not be filled in yet, or you may be viewing the wrong language.

What to do

1. Check the language selector in the editor.
2. Confirm you are editing the intended language.
3. Reopen the item and review whether that language version was ever entered.
4. Save after completing the missing translation.

See [Editing Multilingual Content in the Editor](#) and [Managing Multilingual Fields in the Content Editor](#).

Contact, Inquiry, and Call-to-Action Issues

A contact form will not submit

Symptom

You click **Send**, **Submit**, or a similar action, but the message does not go through.

Likely cause

A required field may be empty, an email address may be invalid, a selection may be missing, or a consent box may not be checked.

What to do

1. Review all visible fields.
2. Complete any highlighted required field.
3. Check that your email address is entered correctly.
4. Make sure any required selection or consent box is completed.
5. Try again once after fixing the visible issue.

See [Sending Messages Through the Contact Page](#), [Contacting Sherkey Through Forms and Direct Channels](#), and [Requesting a Demo or Next Step From Accounting Pages](#).

A page button does nothing when I click it

Symptom

A public action button does not seem to open anything.

Likely cause

Some actions open a form lower on the page, move you to another section, or need a moment before the next state appears.

What to do

1. Wait a moment after clicking once.
2. Scroll slightly to check whether a form or message opened lower on the page.
3. Refresh the page and try again.
4. If the shortcut still does not help, use the full **Contact** page instead.

See [Using Public Calls to Action Across Marketing Pages](#) and [Using Service Page Calls to Action and Inquiry Prompts](#).

A social or contact link opens an empty or unavailable page

Symptom

A social icon or contact shortcut opens a page that does not load properly.

Likely cause

The external destination may be unavailable, or the shortcut may not be the best path for the action you want.

What to do

1. Try the full **Contact** page instead of the shortcut.
2. Retry from another visible contact option on the site.

3. If a social page is unavailable, use email, form, or another direct channel.
4. Do not assume your message was sent unless you saw a clear success message.

See [Using Social Links and Business Details](#) and [Contacting Sherkety Through Forms and Direct Channels](#).

Content Editing and Saving Issues

I clicked save, but my change did not appear

Symptom

You saved content, but the page still shows the old version.

Likely cause

The update may not have been fully saved, published, refreshed, or applied to the correct record.

What to do

1. Reopen the item and confirm your new content is still there.
2. Check whether the content is still in draft.
3. Complete any publish step if your page uses one.
4. Refresh the public page and check again.
5. Make sure you edited the correct page or shared section.

See [Previewing Changes Before Saving Content](#), [Understanding Toast Messages and Action Feedback](#), and [Recognizing Warnings Errors and Dismissible Notices](#).

The editor preview does not match what I typed

Symptom

The preview looks outdated, incomplete, or different from your latest change.

Likely cause

The field may not have finished updating, or another required issue may be blocking the final result.

What to do

1. Click back into the changed field, then click outside it.
2. Check whether the preview refreshes.
3. Review the editor for highlighted warnings or missing required fields.
4. Save only after the preview reflects the intended change.

See [Previewing Changes Before Saving Content](#).

The wrong editor opens from the page

Symptom

You click an edit control, but the editor does not match the content you meant to change.

Likely cause

You may have selected the control for a nearby section or a shared layout area.

What to do

1. Return to the live page.
2. Click the control attached to the exact content block you want.
3. If the content is part of the footer or another shared area, confirm you are editing the shared section and not the page body.
4. Save carefully and recheck on more than one page if the section is shared.

See [Using Section and Footer Edit Controls](#), [Editing Footer and Shared Website Sections Inline](#), and [Editing Footer and Shared Sections From Page Layouts](#).

Repeating Items and Structured Content Issues

A repeating item will not save

Symptom

You add or edit a card, profile, stat, or similar item, but it will not save.

Likely cause

One required field may still be empty, or a field may contain the wrong type of value.

What to do

1. Reopen the item.
2. Check fields such as name, title, label, value, image, or link.
3. Complete every required field.
4. If a field expects a number, remove text and enter numbers only.
5. Save the item again.

See [Managing Repeating Content and Structured Items](#), [Editing Structured Content and Repeating Items](#), and [Managing Repeating Content Items in the Editor](#).

The item order looks wrong on the page

Symptom

Items appear out of order after editing.

Likely cause

The list order in the editor may not match the final sequence you expected.

What to do

1. Return to the item list in the editor.
2. Review the order one item at a time.
3. Move items into the intended sequence.
4. Save and refresh the page to confirm the result.

See [Managing Repeating Content and Structured Items](#) and [Editing Structured Content and Repeating Items](#).

The Add item option is unavailable

Symptom

You want to add another item, but the action is not available.

Likely cause

The section may already be at its limit, or you may not have permission to update it.

What to do

1. Check whether the section already contains the maximum number of items.
2. Confirm you have permission to edit that page.
3. Refresh the editor and try again.
4. If needed, remove an unused item before adding a new one.

See [Managing Repeating Content Items in the Editor](#).

Services, Pricing, and Website Update Issues

A service or pricing tier is missing from the public website

Symptom

You updated a service or price, but visitors cannot see it.

Likely cause

The item may still be inactive, hidden, unpublished, or saved in the wrong place.

What to do

1. Reopen the exact service or pricing record.
2. Check whether it is marked active, visible, or published.
3. Confirm you clicked save.
4. Review its placement in the list in case it appears lower than expected.
5. Refresh the public page and check again.

See [Managing Services Pricing and Site Settings](#), [Managing Services and Pricing From the Admin Portal](#), and [Managing Service Catalog Content in Admin](#).

A shared setting changed, but the website still looks old

Symptom

You updated a shared website setting, but the visible result does not match.

Likely cause

The wrong setting may have been edited, the change may not have been saved, or you may be checking the wrong page area.

What to do

1. Reopen the setting and confirm the saved value.
2. Refresh the page where that setting should appear.
3. Compare more than one public page if the setting is shared widely.
4. Make sure you changed the specific setting tied to the content you expected.

See [Managing Services Pricing and Site Settings](#).

SEO and Search-Facing Information Issues

I updated page title or description details, but the live page still shows old information

Symptom

You changed search-facing page details, but the public result still looks unchanged.

Likely cause

You may have edited the wrong page, saved only a draft, or checked too soon after saving.

What to do

1. Reopen the page in the SEO area.

2. Confirm you edited the correct page record.
3. Make sure you used the final save, update, or publish action.
4. Reload the public page and check again after a short wait.

See [Maintaining SEO and Search Facing Page Information](#), [Maintaining Page SEO Details in Admin](#), and [Updating Search Facing Page Information in Admin](#).

The preview changed, but the public result did not

Symptom

The SEO preview looks correct in admin, but the live page does not match.

Likely cause

The preview reflects the saved form values, not always the final public result you are comparing.

What to do

1. Confirm the record was saved and published.
2. Recheck the public page after reloading it.
3. Make sure you are comparing the same page.
4. If needed, reopen the SEO record and verify the saved values again.

See [Maintaining Page SEO Details in Admin](#) and [Updating Search Facing Page Information in Admin](#).

User Management and Role Issues

A user does not appear in the user list

Symptom

You expect to find a user, but the account list does not show them.

Likely cause

A search term, status filter, or role filter may be hiding the record.