

Understanding Loading Missing Content and Error States

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Recognizing What the Page Is Telling You

In **Sherkety ERP & Website Platform**, a page that does not show its usual content is not always broken. Most screens fall into one of four clear states, and each one means something different.

- **Loading state** means the page is still retrieving information.
- **Empty state** means the page loaded successfully, but there is nothing to show in that section.
- **Missing-content state** means the page or record you asked for could not be found.
- **Error state** means Sherkety ERP & Website Platform tried to load the page or record but could not complete the request.

You can see these states in several places:

- public website pages such as service pages, ERP app pages, or company type pages
- detail pages opened from a shared link or bookmark
- admin areas such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**
- editing screens that depend on saved website content

The most important distinction is **loading** versus **finished but empty**. A loading page usually shows movement or placeholders, such as a **Loading...** message, blank content blocks, or table rows that have not filled in yet. An empty page has already finished loading and usually shows a stable message such as no items, no results, or no content available.

For visitors, this tells you whether to **wait**, **go back**, or **open another page**. For content editors and administrators, it helps you decide whether the issue is:

- a page still loading

- a list with no saved records
- a missing page or deleted item
- a failed request that needs a retry

If you already read [Responding to Missing Content and Retry Messages](#), think of this guide as the broader view: how to tell which state you are seeing before deciding what action to take.

[SCREENSHOT: examples of loading, empty, missing-content, and error states on public and admin screens]

Waiting for Pages and Records to Load

A **loading state** appears when Sherkety ERP & Website Platform has started opening a page but has not finished bringing in the content yet. This is normal when you first open a page, refresh the browser, switch language, move to another admin section, or open a detail view from a list.

Common loading cues include:

- a **Loading...** message in the page area
- placeholder blocks where text and images will appear
- empty cards or rows that have not filled in yet
- buttons that appear inactive until the page is ready
- admin tables that show temporary rows before real records appear

You may notice this on public pages like **ERP System**, **Company Types**, or a specific company type detail page opened from a direct link. In the admin area, loading is common when opening **Content**, **Users**, **SEO**, **Services**, or **Pricing**, especially after changing screens or refreshing the page.

While a page is loading:

- **Wait a moment** before clicking again.
- Avoid repeated clicks on buttons that are still inactive.
- Let the current page finish instead of opening the same action many times.
- Watch whether the browser tab still appears active and the page is changing.

A short delay is expected. What matters is whether the loading state clears. If you keep seeing **Loading...** and the page never changes, that usually points to a request problem rather than a normal delay. The same is true if an admin table stays in

placeholder mode after you refreshed the page or after your connection dropped briefly.

When loading seems stuck, do not assume the page is empty. A page that is still loading has not yet told you whether records exist. First confirm whether the loading state ends. If it does not, move on to the checks in the troubleshooting section below.

[SCREENSHOT: loading message or placeholder rows on an admin list screen]

Understanding Empty Lists and No-Result Screens

An **empty state** means Sherkety ERP & Website Platform loaded the page successfully, but the list or section contains **zero items**. This is different from missing content. Empty means the page exists and worked; it simply has nothing to display right now.

You are most likely to see empty states in places such as:

- admin tables in **Content, Users, Services, Pricing, or SEO**
- public listing pages where entries are expected to appear
- search results after entering a term that matches nothing
- filtered views after narrowing the results too much

Typical reasons include:

- the area is brand new and no records have been added yet
- your search text returns no matches
- active filters remove all visible results
- only published items are shown, and none are currently published
- archived or hidden items are excluded from the current view

The screen usually makes this clear with a stable message rather than a spinner. You might see:

- a message inside the table area instead of rows
- a no-results panel under a search field
- an action button such as **Create, Add Content, or Clear Filters**
- a blank list area with a short explanation

For visitors, an empty state usually means there is **nothing currently available** on that page. For editors and administrators, it is a prompt to check what is limiting the view.

Start by reviewing:

- the search box
- selected filters
- status choices such as published, draft, or archived
- date ranges or category selections if they are present

If the page offers **Clear Filters**, use it first. If the list remains empty after clearing search and filters, the next question is whether any records have actually been created or published. That is the point where an editor may need to add content rather than troubleshoot the page itself.

Handling Missing Pages, Deleted Records, and Unpublished Content

A **missing-content state** appears when Sherkety ERP & Website Platform finishes checking for a page or record and finds **no match**. This is different from an error. The request completed, but the requested item was not there.

You might run into this when opening:

- a public page from an old bookmark
- a direct link to a company type detail page
- a shared admin link to a specific record
- a page that was renamed, removed, or never published

Common real-world causes include:

- the page address changed
- the item was deleted
- the content was unpublished
- the link came from a preview or draft workflow and is no longer valid
- the page exists only in draft and is not available in the current view
- your account does not have access to that item

What you usually see is a **not found** or **record not found** style message, not a loading indicator. The page may replace the expected content with a simple notice and one or more navigation choices.

Typical actions on these screens include:

- returning to the homepage

- going back to the previous page
- opening the related list screen, such as **Content** or **Services**
- checking the page address if you typed or pasted it manually

For public visitors, the best response is usually to return to a known page such as the homepage, a menu item, or the relevant listing page. For content editors and administrators, missing content often means you should confirm whether the item still exists in **Content**, **Services**, **Pricing**, or another admin section.

If you suspect the page should exist, compare the link with the current navigation menu instead of relying on an old saved bookmark. If the item is meant to be public but cannot be found, ask an administrator to confirm whether it was unpublished, renamed, or removed.

Responding When the Application Shows an Error

An **error state** means Sherkety ERP & Website Platform could not complete the request. Unlike a missing-content message, this usually points to a failed attempt to load or save something rather than a page that simply does not exist.

Error states can appear in several forms:

- an alert banner at the top of the page
- inline error text inside a content area
- a **Retry** button near the message
- a toast notification after an action fails
- a full-page message replacing the expected screen

You may see this while opening a public page, loading an admin section such as **Dashboard** or **Content**, or trying to view a record that depends on saved data. In some cases, only one part of the page fails. For example, a dashboard widget may show an error while the rest of the dashboard still opens normally. In other cases, the entire page fails and nothing else loads.

A few common interpretations help:

- **Temporary connection issue:** try **Retry** or refresh the page.
- **Permission-related message:** your account can sign in, but it cannot open that page or perform that action.
- **Timeout or server problem:** the request took too long or failed before the page could finish loading.

- **Unexpected page failure:** the screen could not render the expected content.

If the error is limited to one panel or section, you may still be able to use the rest of the page. If the whole route fails, return to a stable area such as the homepage,

Dashboard, or the previous list screen and try again from there.

For more detail on retry behavior and message wording, refer back to [Responding to Missing Content and Retry Messages](#).

[SCREENSHOT: error banner or full-page error message with Retry action]

Fixing Common State-Related Problems

When a page does not look right, start by identifying which state you are seeing. The fix depends on whether the page is still loading, has no results, cannot find the requested content, or is showing an error.

If the page stays in **loading**:

- refresh the browser tab
- confirm your internet connection is active
- open the same page in another tab to see whether it loads there
- try another device or browser if the problem continues
- wait briefly after switching pages before clicking again

If a list shows **no items**:

- clear any search text
- remove active filters
- review selected status options
- check date ranges if the screen uses them
- confirm whether the records are still in draft or excluded from the current view

If the page says the content is **missing**:

- review the page address
- avoid using an old bookmark if the page may have changed
- open the page again from the main menu or from the related list screen
- confirm whether the item was deleted, unpublished, or renamed
- ask an administrator to verify that the content still exists

If you see an **error message**:

- use **Retry** if the page offers it
- refresh the page if no retry option appears
- confirm that your account should have access to that area
- note the exact wording of the alert
- note which screen you were on, such as **SEO**, **Users**, or **Content**

That last point matters for support. “It failed” is hard to act on. “The **Content** page showed **Error loading content** after refresh” is much more useful. If you need help, share the exact message and the page you were opening so the issue can be checked quickly.

Overview

This document focuses on how to **recognize and interpret page states** in Sherkety ERP & Website Platform so you can respond correctly without guessing. The same visual patterns appear across both the public website and the admin area, even though the actions you take may differ.

The main states to watch for are:

- **Loading**: the page is still retrieving content
- **Empty**: the page loaded, but there are no records to show
- **Missing content**: the requested page or record could not be found
- **Error**: the request failed and the page could not finish loading properly

These states appear across many parts of Sherkety ERP & Website Platform, including:

- public pages such as **ERP System**, **Company Types**, and ERP app pages
- direct-link detail pages opened from bookmarks or shared links
- admin sections such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**
- content editing workflows where saved records must be available before the page can display them

This guide does not repeat the message-by-message recovery advice from [Responding to Missing Content and Retry Messages](#). Instead, it helps you decide **what kind of state you are looking at** before you act.

Use this page when:

- a screen shows **Loading...** for longer than expected
- a list appears blank and you are not sure whether that is normal
- a direct link opens to a not-found style page
- an admin screen shows an alert or retry option
- you need to tell the difference between “nothing exists here” and “something failed”

Once you can identify the state correctly, the next step is much easier.

Prerequisites

You do not need any special setup before using this guide, but it helps if you are already familiar with the basic areas of Sherkety ERP & Website Platform where these states appear.

You will get the most value from this document if you can already do the following:

- open public pages from the main navigation
- move between public pages and detail pages
- sign in to the admin area if your role allows it
- open common admin sections such as **Dashboard**, **Content**, **Users**, **Settings**, **SEO**, **Services**, and **Pricing**
- recognize standard feedback elements such as banners, notices, and toast messages

Helpful background reading includes:

- [Understanding Loading Placeholders Empty States and Errors](#)
- [Responding to Missing Content and Retry Messages](#)
- [Understanding Toast Messages and Action Feedback](#)
- [Recognizing Warnings Errors and Dismissible Notices](#)

If you work in the admin area, it also helps to know where content is maintained:

- **Content** for website sections and saved page content
- **Services** and **Pricing** for offering-related entries
- **SEO** for search-facing page details
- **Users** for account access and role-related visibility

If you are a public visitor rather than an editor, you only need basic navigation knowledge. Being able to return to the homepage, use the main menu, and reopen

pages from current navigation is enough for most missing-content and loading situations.

The next document, [Recognizing Placeholder Content While Pages Are Loading](#), looks more closely at temporary placeholder content so you can tell the difference between a page that is still preparing and one that is actually ready.