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Form Field Display Errors - Windows 11 - Browser Cache

Level 1 Support - 2026-08-17 - [Design](#)

We have identified a minor issue which can occur on some Windows 11 PC's in certain cases.

If you encounter an issue with "Editing Form Fields" inside ShopFactory - it may be related to your - Browser Cache -.

Symptoms include:

1. Fields inside any given "Wizard" window may display duplicate content which can not be changed (as shown in the images below).
2. You are unable to EDIT the content when clicking into the form field containers.

Product Wizard - SH Squier Sonic Strat

Here you assign the taxes you must collect from your customers manually.

In most cases ShopFactory can assign taxes automatically, depending on the setting selected when setting up a tax.

- > **Name:** The name of the tax you have selected in the LEFT window.
- > **Tax rates:** The rate applying to the selected tax in %.
- > **Product prices include tax:** The setting selected when setting up a tax.
- > **Name:** The name of the tax you have selected in the LEFT window.
- > **Tax rates:** The rate applying to the selected tax in %.

VAT 20.000% ☐ Product prices include tax

United Kingdom 0.000% ☐ Product prices include tax

United Kingdom

Name	Tax rate
VAT	20.000
VAT	20.000
NO TAX ELEMENT	0.000

Selected

Name	Tax rate
------	----------

OK Cancel Help

Product Wizard - SH Squier Sonic Strat

Product Properties 2
More images
Discounts
Options & choices
Specifications
Product Shipping Costs
Taxes
Available Stock
Related products
Link information
Detailed View Style
SEO Details
Google information

Meta tags are used by some search engines to help categorize a website.
By entering these tags you may be able to improve your rating with these search engines.

► **Title:** This is the title which will be shown in the top left corner of your browser and will be visible to your visitors. It should contain the most important two or three words your customers may search for when using a search engine. Try to keep it shorter than 62 characters or 6-8 words.
► **Description:** This should be a short and readable description of your website. It should also to your visitors. It should contain the most important two or three words your customers may search for when using a search engine. Try to keep it shorter than 62 characters or 6-8 words.

SH Squier Sonic Strat
SH Squier Sonic Strat
SH Squier Sonic Strat

Description

Search words (abc.def, Lorem ipsum dolor sit amet)

SH Squier Sonic Strat

Page filename: P4466 SH-Squier-Sonic-Strat .html

OK Cancel Help

To RESOLVE this issue:

Go to your primary browser and "CLEAR THE BROWSER CACHE".

(NOTE: If using multiplied browsers, you may need to clear the cache in each one until the issue resolves).