

## Orthocare Client Portal - Bug #12565

This issue occurs when we select a symptom that has another symptom as part of its question answers, but that second symptom has been deactivated from the backend.

01/31/2025 02:39 PM - priyanka Sharma

<b>Status:</b>	Closed	<b>Start date:</b>	01/31/2025
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Bharat Dhall	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour

### Description

Select the Shoulder symptom.

In the first question's answer, set the Arm symptom in the "Show Result" option.

Save the assessment flow and then inactivate the Arm symptom.

Perform the assessment on the frontend and select the option that has the Arm symptom.

You will be stuck on the screen when selecting that option with the Arm symptom.

After clicking multiple times, if you select a different symptom and check the assessment detail page, the same questions appear multiple times.

The screenshot shows a browser window with a red error message at the top: "We have encountered an error in Speech Recognition Service, please try again. Error Code: 1002". Below the error, the browser address bar shows the URL "orthocare.netlify.app/my-symptoms/details/1513". The main content area displays a modal window titled "Assessment Details" for the "Shoulders" symptom, dated "31-01-2025 2:31PM". The modal contains a "Questionnaire" section with ten identical questions: "Have you tried any of the following solutions?". The first nine questions have a "No" response, and the tenth question has a "Yes" response. The browser's taskbar at the bottom shows various application icons and the system tray with the date and time "2:39 PM 1/31/25".

### History

**#1 - 01/31/2025 06:44 PM - Shan UI Habib**

- Assignee changed from Shan UI Habib to Bharat Dhall

**#2 - 02/04/2025 03:12 PM - Shan UI Habib**

- Status changed from New to In Progress

updated please check.

**#3 - 02/04/2025 03:40 PM - Shan UI Habib**

- Status changed from In Progress to Resolved

**#4 - 02/04/2025 06:14 PM - priyanka Sharma**

- Status changed from Resolved to Closed

**Files**

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clipboard-202501311433-vwnjl.png	339 KB	01/31/2025	priyanka Sharma
clipboard-202501311439-ee03i.png	341 KB	01/31/2025	priyanka Sharma