



Upload blockage — the real cause

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Fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for demonstration. **No document is handled by the agent**. A supporting document is uploaded by the resident, on their own account — an intermediary in that chain creates a question nobody wants to answer.

What the resident describes, and what happened

Element	What she says	What the log says
Nature of the problem	"the site rejects my proof"	Upload failed, size exceeded
File size	—	12 MB
Form limit	—	5 MB
Message shown	"upload failed"	"upload failed"

The message shown carries neither the cause nor the limit. The resident could not have guessed: she concluded her document was not accepted, which is accurate and unrelated to the real reason.

What she was told, in three sentences

"Your document is accepted; it is its size that blocks: it is 12 MB and the limit is 5. If you photographed it with your phone, retake the photo at medium quality, or use the 'reduce size' option when sending. You can also upload a scan, which is almost always lighter."

What was not offered

Possible offer	Made?	Why
Receive the file and upload it on her behalf	No	Breaks the upload chain
Ask her to email it to the department	No	Bypasses the portal, and the department has to re-upload it
Explain how to shrink the file	Yes	She stays in control of her own document

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.