Export incident — 14 tickets

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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1 cause · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No reply is sent**, and the workaround was tested before it was written.

What the 14 tickets share

Criterion	Value	Across the 14
Export volume	> 50,000 rows	**14 / 14**
"Custom columns" option	Enabled	**14 / 14**
Version	≥ 2.13 (22/07/2026)	**14 / 14**
Browser	Varied	—
Account type	Varied	—

Three criteria out of five are common to all fourteen. That is what allows talking about a cause rather than a run of coincidences — and it is also what allows telling

> customers in which case they are not affected.

What the logs say

Observation	Value
Error	Server-side timeout
Configured limit	30 seconds
Rows reached at timeout	≈ **47,000**, option enabled
Occurrences below 45,000 rows	**0**
Exports completed over the period	**812**

The workaround, and how it was verified

Run	Rows	Option	Result
1	40,000	Enabled	Completed
2	47,000	Enabled	**Failed, same second**
3	60,000	Enabled	**Failed**
4	2 × 30,000	Enabled	**Completed**

All four runs used the test dataset. No customer data was touched: the test dataset was enough, and there was no reason to do otherwise.

What the customer reply says, and does not

Item	In the reply?
What happens	**Yes**
In which case	**Yes — threshold and option**
The workaround	**Yes — tested**

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Item	In the reply?
A fix date	**No**
A detailed technical cause	No — that is in the internal ticket

> **No fix date is promised.** That is a roadmap call, not a technical fact — and a date announced by support and then pushed back costs more than silence.

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> https://bluelemonagent.ai/en/entreprises/secteurs/agent-ia-informatique-nouvelles-technologies

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