



Export incident — 14 tickets

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

Document issued on 24/09/2026

1 cause · 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 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

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.

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.