Diagnosis — slowdowns after a version upgrade

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Three precedents cited, including the false lead · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **No diagnosis without its precedents cited:** a match that does not name the incidents it comes from feeds no action. **This diagnosis took 2 minutes 40 seconds.**

The symptom observed

Element	Value recorded
Client symptom	General slowdowns since 8:00 am
Start measured in monitoring	**7:58 am, average response time up from 640 to 3,100 milliseconds**
Application version	Deployed 9 days ago
Users affected	410 on this environment

The three comparable incidents

Incident	Age	What it brings	Resolution
41-2087	14 months	**Same symptom, same application version**	**Aggregation cache purge — 6 minutes**
39-1144	21 months	**Same symptom, DIFFERENT CAUSE** — saturated logging volume	**The false lead of this family: 40 minutes lost to whoever follows it**
44-0912	5 weeks	Same symptom after the same version upgrade, another client	Aggregation cache purge — 5 minutes

The shared configuration point, and it is the one that settles it

Point	Environment concerned	Reference configuration
Aggregation job time	**7:45 am**	**5:30 am**
Incidents 41-2087 and 44-0912	**Same shift to 7:45 am**	—
Incident 39-1144	Job at 5:30 am, compliant	**That is what rules it out**

The slowdowns start at 7:58 am, the job starts at 7:45 am: they follow the job, they do not precede it. The order of events can be checked in the execution log, timestamped to the second.

What was checked before stating it

Check	Result
Application server load at 7:45 am	Peak of 88 % for 11 minutes
Job execution log	Start 7:45 am, end 7:59 am
Other environments with the same shift	**11, of which 7 opened a comparable ticket in six months**

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The same ticket is about to arrive eleven times. The 11 shifted environments are listed, and the resolution action is built for each of them.

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/entreprises/cas-usage/agent-support-technique-avance-diag-resolution

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