



Diagnosis — slowdowns after a version upgrade

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

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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

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

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

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.

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