

Jira Performance Issues Related to Multiple Issue Views Open at the Same Time

Last Modified on 03/04/2024 9:10 am EST

Problem

In some cases, whenever a lot of users navigate to view issue screens at the same time, Jira's performance goes down seemingly due to a deluge of SQL queries.

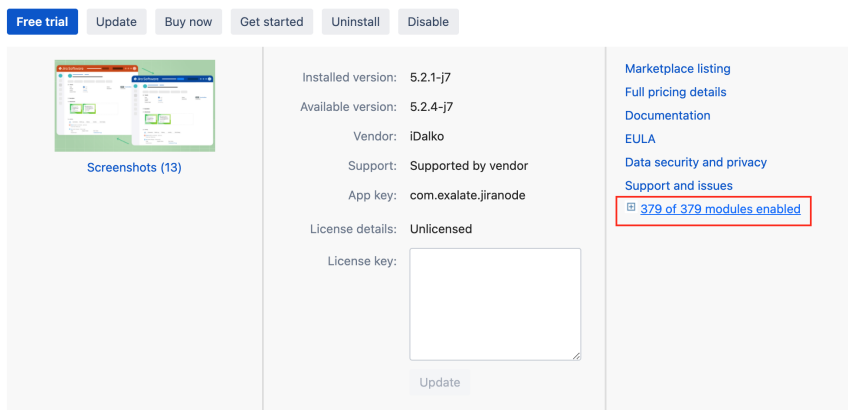
Cause

Every time you have an open tab with the issue view, Exalate will send the requests to the database to check for the sync status of the issue. Exalate queries the database anyway, no matter if the issue is under sync or not. The longer the issue stays in an open tab without refreshing, the rarer the requests are getting sent.

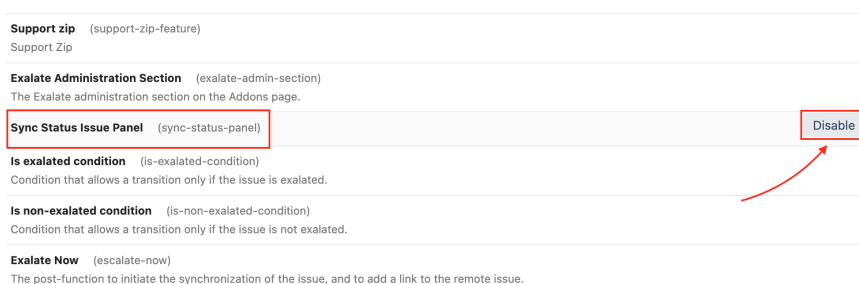
Solution

You can resolve the issue during peak hours by trying the following workaround:

1. Navigate to **Addons -> Manage Apps** and open **Exalate**
2. Click on the list of enabled modules



3. Find the **Sync Status Issue Panel** module and click **Disable**



4. Find the **Exalate Originating Issue Tab** module and click **Disable**

Jira Node Web Resources (oauth-resources)	
Trigger Web Resources (trigger-resources)	
Code Mirror (code-mirror)	
Jira Node Issue View Screen Web Resources (jiranode-issue-view-resources)	
Jira Collapse Utils Web Resources (jiranode-collapse-utils-resources)	
Exalate Originating Issue Tab (exalate-originating-tabpanel) Exalate Originating Issue Tab	Disable
Rest Servlet Filter (exalate-resources-v1-filter)	
Rest Servlet Filter (exalate-resources-v2-filter)	
Rest Servlet Filter (exalate-resources-v2-1-filter)	
Rest Servlet Filter (exalate-resources-v2-3-filter)	

Product

[About Us](#)

Disabling the **Sync Status Issue Panel** and **Exalate Originating Issue Tab** modules will prevent database performance issues.

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)