# 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

Free trial Update Buy now Get	started Uninstall	Disable	
reestors (13)	Installed version: Available version: Vendor: Support: App key: License details: License key:	5.2.4-j7 iDalko Supported by vendor	Marketplace listing Full pricing details Documentation EULA Data security and privacy Support and issues 329 of 379 modules enabled

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

Support zip (support-zip-feature) Support Zip	
Exalate Administration Section (exalate-admin-section) The Exalate administration section on the Addons page.	
Sync Status Issue Panel (sync-status-panel)	Disable
Is exalated condition (is-exalated-condition) Condition that allows a transition only if the issue is exalated.	
Is non-exalated condition (is-non-exalated-condition) Condition that allows a transition only if the issue is not exalated.	
Exalate Now (escalate-now) The post-function to initiate the synchronization of the issue, and to add a link to the remote issue.	

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

Jira Node Web Res	esources (oauth-resources)	
Trigger Web Reso	purces (trigger-resources)	
Code Mirror (cod	ode-mirror)	
Jira Node Issue Vi	View Screen Web Resources (jiranode-issue-view-resources)	
Jira Collapse Utils	is Web Resources (jiranode-collapse-utils-resources)	
Exalate Originatin Exalate Originating	ng Issue Tab (exalate-originating-tabpanel) g Issue Tab	Disable
Rest Servlet Filter	rr (exalate-resources-v1-filter)	
Rest Servlet Filter	r (exalate-resources-v2-filter)	
Rest Servlet Filter	r (exalate-resources-v2-1-filter)	
	r (exalate-resources-v2-3-filter)	

#### About Us 🖒

# টোঃৱাঠালিg the Sync Status Issue Panel and Exalate Originating Issue Tab modules will পিছে প্ৰদিষ্ট 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 🖄