

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

Last Modified on 01/15/2026 3:02 pm 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.

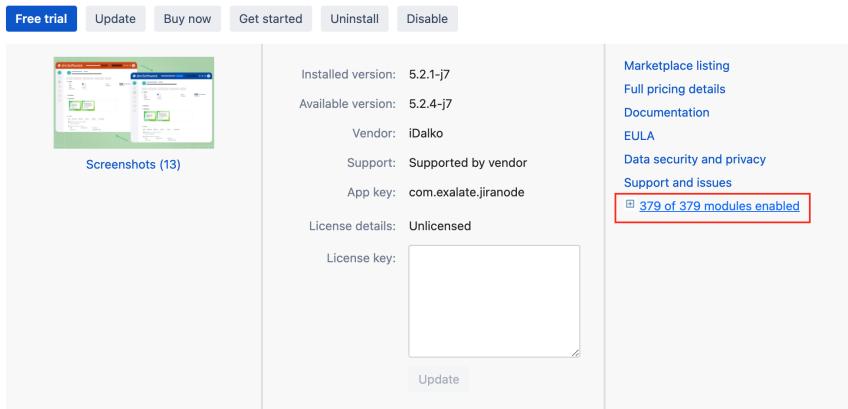
## Cause

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

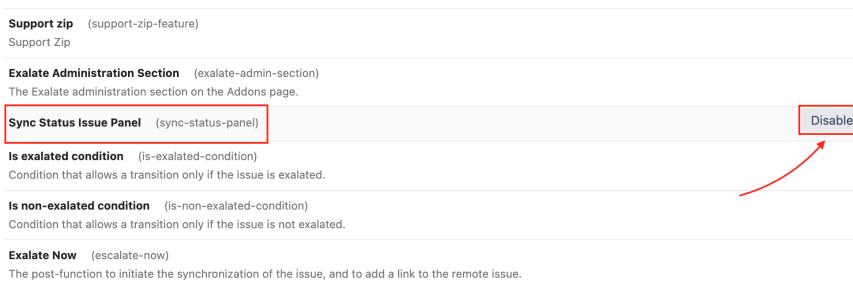
You can resolve the issue during peak hours by trying the following workaround:

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



The screenshot shows the Jira Addons Manage Apps page. At the top, there are buttons for 'Free trial', 'Update', 'Buy now', 'Get started', 'Uninstall', and 'Disable'. Below these are tabs for 'Screenshots (13)', 'Installed version: 5.2.1-j7', 'Available version: 5.2.4-j7', 'Vendor: iDalko', 'Support: Supported by vendor', 'App key: com.exalate.jiranode', 'License details: Unlicensed', and a 'License key:' input field. To the right, there are links for 'Marketplace listing', 'Full pricing details', 'Documentation', 'EULA', 'Data security and privacy', 'Support and issues', and a summary box stating '379 of 379 modules enabled'. The 'Disable' button at the bottom right of the main content area is highlighted with a red box.

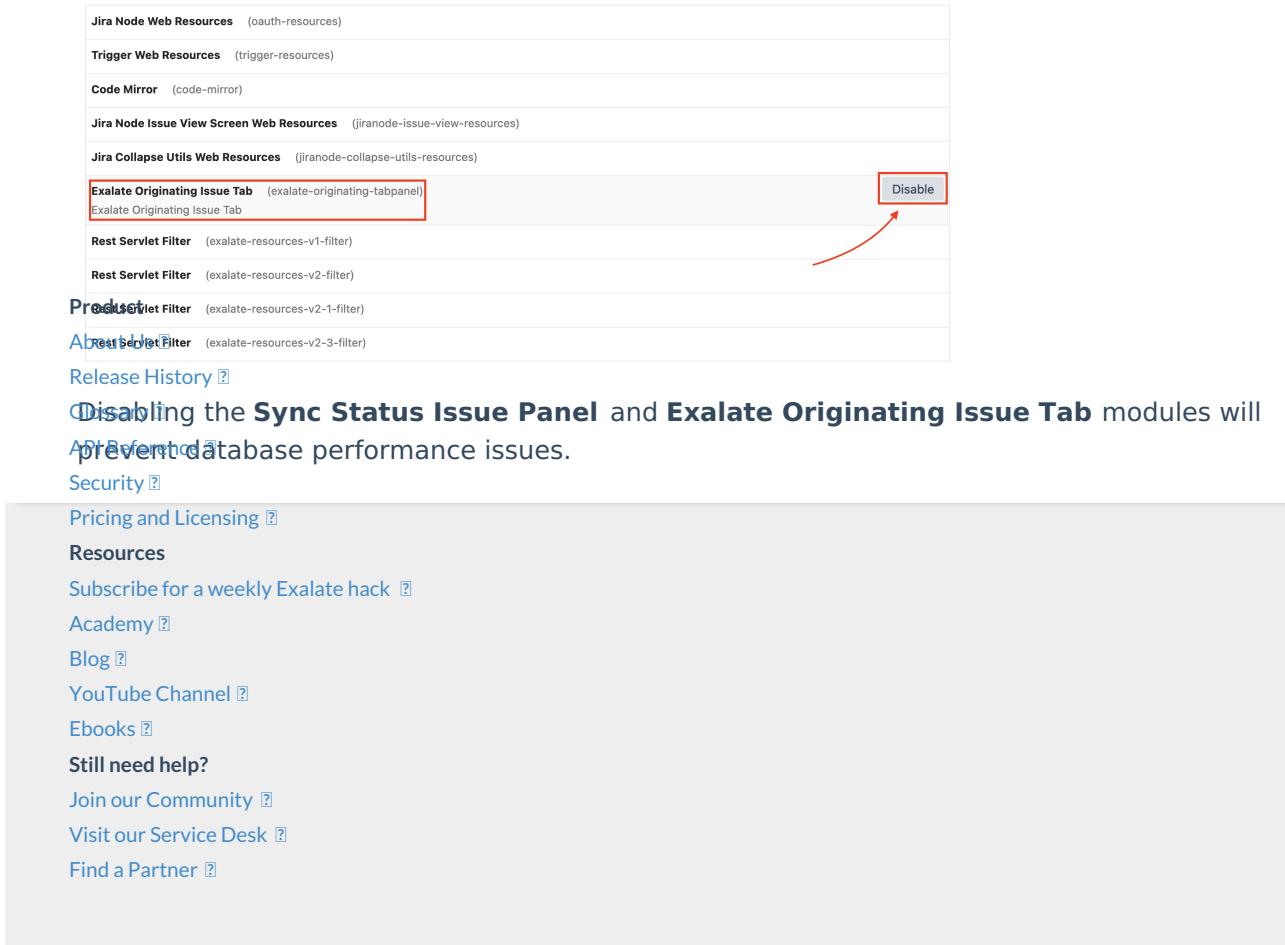
3. Find the **Sync Status Issue Panel** module and click **Disable**



The screenshot shows the Jira Addons Manage Apps page with a list of modules. The 'Sync Status Issue Panel' module is highlighted with a red box. To the right of the list, there is a 'Disable' button, which is also highlighted with a red box. A red arrow points from the 'Sync Status Issue Panel' module to the 'Disable' button.

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

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)** **Disable**  
Exalate Originating Issue Tab  
Rest Servlet Filter (exalate-resources-v1-filter)  
Rest Servlet Filter (exalate-resources-v2-filter)  
**Product**  
Exalate Servlet Filter (exalate-resources-v2-1-filter)  
About  
Release History [?](#)  
**Disabling the Sync Status Issue Panel and Exalate Originating Issue Tab modules will prevent database performance issues.**  
Security [?](#)  
Pricing and Licensing [?](#)  
Resources  
Subscribe for a weekly Exalate hack [?](#)  
Academy [?](#)  
Blog [?](#)  
YouTube Channel [?](#)  
Ebooks [?](#)  
Still need help?  
Join our Community [?](#)  
Visit our Service Desk [?](#)  
Find a Partner [?](#)