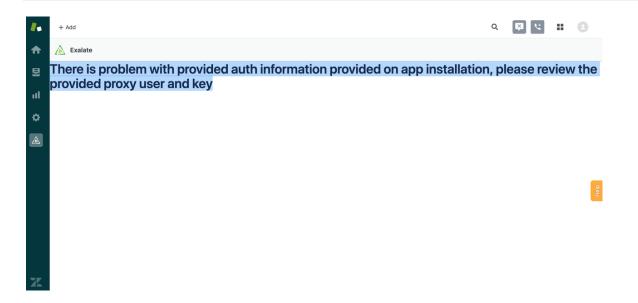
# Couldn't Install Exalate for Zendesk

Last Modified on 04/29/2024 6:36 am EDT

## **Problem**

#### **Error detail:**

Problem with provided auth information provided on app installation, please review the provided proxy user and key



### Cause

The access token has been generated by another user. This causes an error.

### Solution

Generate the Access Token by the Exalate Proxy User.

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