Exalate App for Zendesk Doesn't Authenticate Automatically on Safari

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Problem

Exalate cannot be configured from the Safari browser.

Cause

In Zendesk, a user doesn't need to manually authenticate to the Exalate app because requests coming from Zendesk contain a special token used for automatic authentication.

 For some reason, this mechanism is not working on Safari and the Exalate app is asking the user to authenticate manually.

Solution

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We strongly recommend using another browser in order to configure the Exalate app for Zendesk.