

Request Node Button has Grayed Out

Last Modified on 12/30/2025 11:36 am EST

Problem

After installing the Exalate app, the "Request Node" button is grayed out.



Cause

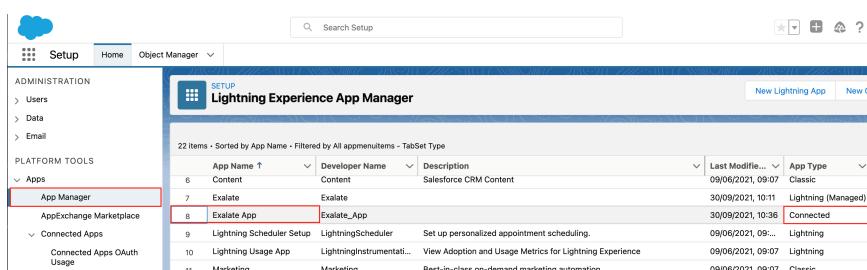
The issue may appear if the installation process did not go smoothly.

Solution

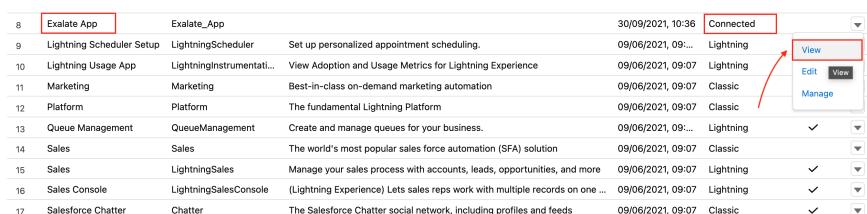
In this case, you will need to uninstall the Exalate Connected App and the Exalate Lightning app.

To uninstall the Exalate Connected App:

1. Click **Setup**
2. Go to **Apps -> App manager** and in the list of apps find **Exalate** with the app type **Connected**



3. On the right side click the little arrow and choose **View**



4. Click **Delete**

Connected App Name
Exalate App

Version 1.0
API Name Exalate_App
Created Date 30/09/2021, 10:36
By: marlene
Contact Email marlene@dalco.com
Contact Phone
Last Modified Date 30/09/2021, 10:36
By: marlene
Description
Info URL

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API (Enable OAuth Settings)

5. Confirm the app removal by clicking **Delete**

Exalate App

Are you sure you want to delete the Exalate App app? When you delete a connected app that's part of a managed package, you can't use any previous versions of the managed package.

Delete Cancel

To uninstall the Exalate Lightning App:

1. Go to Setup
2. Click Apps > Packaging > Installed Packages

Setup Home Object Manager

PLATFORM TOOLS Apps App Manager AppExchange Marketplace Connected Apps Lightning Bolt Mobile Apps Packaging

Installed Packages Package Manager Package Usage Feature Settings Einstein Objects and Fields

SETUP Installed Packages

Installed Packages

On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. [Learn More about Installing Packages](#).

Apps and components are installed in packages. Any custom apps, tabs, and custom objects are initially marked as "In Development" and are not deployed to your users. This allows you to test and customize before deploying the components individually using the other features in setup or as a group by clicking Deploy.

Depending on the links next to an installed package, you can take different actions from this page.

To remove a package, click Uninstall. To manage your package licenses, click Manage Licenses.

Action	Package Name	Publisher	Version Number	Namespace Prefix	Install Date	Limits	Apps	Tabs
Uninstall	ExalateBridgeApp	Exalate	0.6	exalate	30/09/2021, 10:11	✓	1	1

Uninstalled Packages

No uninstalled package data archives

3. Click Uninstall next to the **ExalateBridgeApp**

Installed Packages

On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. [Learn More about Installing Packages](#).

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Uninstall	ExalateBridgeApp	Exalate	0.6	exalate	30/09/2021, 10:11	✓	1	1	1

Uninstalled Packages

No uninstalled package data archives

4. Confirm that you want to uninstall the package with the checkmark and click **Uninstall**.

With the help of a radio button, you can choose to save a copy of this package's data for 48 hours after uninstall

Custom Object Data	
Custom Object	Records (Approximate)
Exalate Data	1

Save a copy of this package's data for 48 hours after uninstall
 Do not save a copy of this package's data after uninstall

Product Yes, I want to uninstall this package and permanently delete all associated components

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