

Request Node Button has Grayed Out

Last Modified on 03/04/2024 10:22 am EST

Problem

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



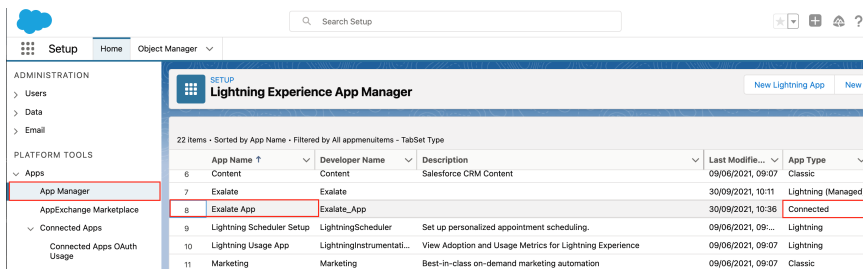
Cause

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:

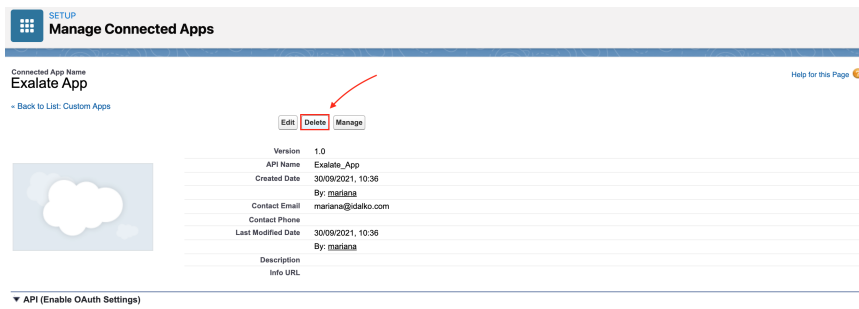
1. Click **Setup**
2. Go to **Apps -> App manager** and in the list of apps find **Exalate** with the app type **Connected**



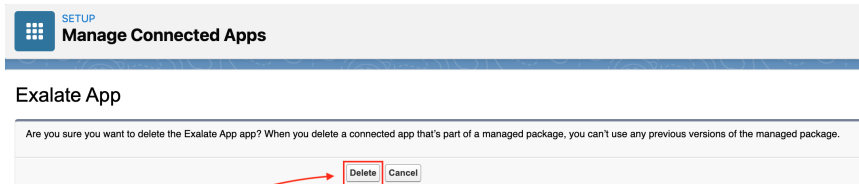
3. On the right side click the little arrow and choose **View**

App Name	Developer Name	Description	Last Modified	App Type	Actions
Exalate App	Exalate_App		30/09/2021, 10:36	Connected	View
Lightning Scheduler Setup	LightningScheduler	Set up personalized appointment scheduling.	09/06/2021, 09:...	Lightning	Edit View
Lightning Usage App	LightningInstrumentati...	View Adoption and Usage Metrics for Lightning Experience	09/06/2021, 09:07	Lightning	View
Marketing	Marketing	Best-in-class on-demand marketing automation	09/06/2021, 09:07	Classic	Manage
Platform	Platform	The fundamental Lightning Platform	09/06/2021, 09:07	Classic	
Queue Management	QueueManagement	Create and manage queues for your business.	09/06/2021, 09:...	Lightning	✓
Sales	Sales	The world's most popular sales force automation (SFA) solution	09/06/2021, 09:07	Classic	✓
Sales	LightningSales	Manage your sales process with accounts, leads, opportunities, and more	09/06/2021, 09:07	Lightning	✓
Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple records on one ...	09/06/2021, 09:07	Lightning	✓
Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	09/06/2021, 09:07	Classic	✓

4. Click **Delete**

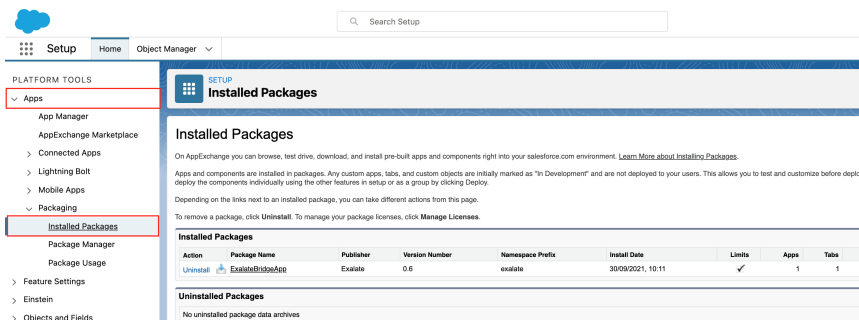


5. Confirm the app removal by clicking **Delete**



To uninstall the Exalate Lightning App:

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



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.](#)

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. You can deploy 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	Objects
Uninstall	ExalateBridgeApp	Exalate	0.6	exalate	30/09/2021, 10:11	✓	1	1	1

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

[Uninstall](#)

[Product](#)

[About Us](#)

[Release History](#)

[Glossary](#)

[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](#)

5. You will see the status of the uninstallation changing from In Progress to Uninstall Complete.