Request Node Button has Grayed Out

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

Problem

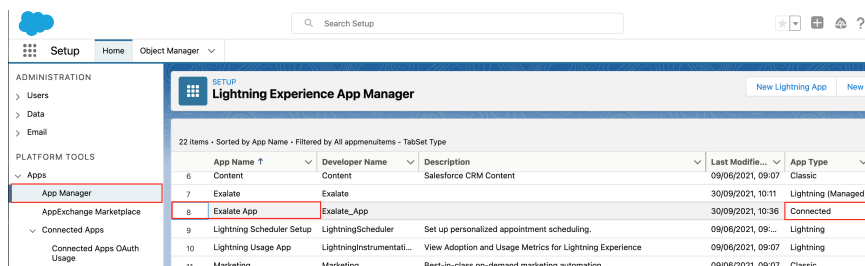After installing the Exalate app, the "Request Node" button is grayed out.

Cause

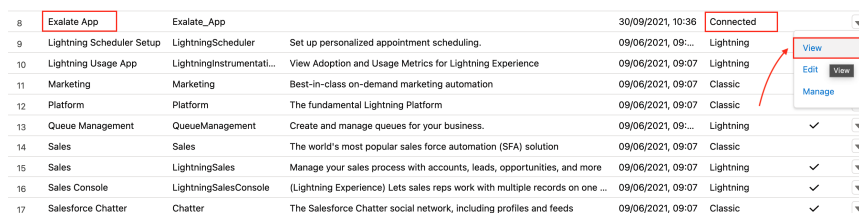The issue may appear if the installation process did not go smoothly.

Solution

In this case, you will need to uninstall the Exalate Connected App and the Exalate Lightning app. To uninstall the Exalate Connected App:
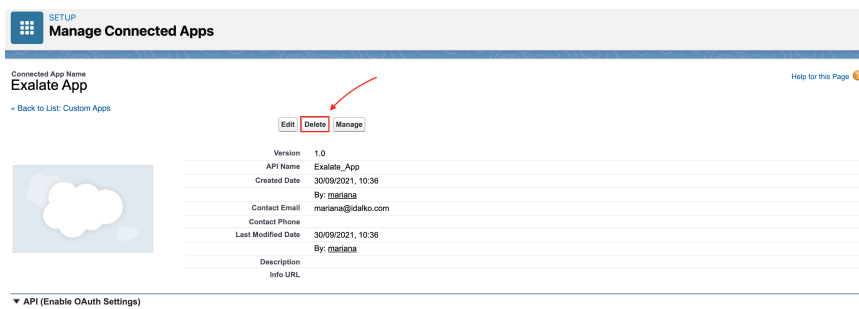
1. Click **Setup**

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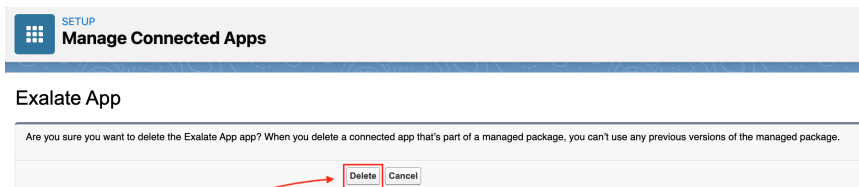

3. On the right side click the little arrow and choose **View**
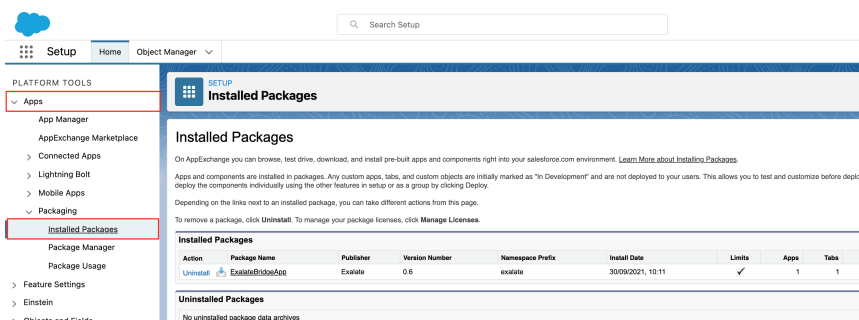

4. Click **Delete**

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**

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 s ave 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

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