

# Install Exalate for Salesforce

Last Modified on 03/18/2025 11:46 am EDT

## Supported Salesforce Editions

Exalate supports the following Salesforce editions:

- Developer Edition
- Enterprise Edition
- Unlimited Edition
- *Professional Edition*

For *Professional Edition* organizations, all requests for API access must be purchased according to [Salesforce guidelines](#).

Editions without API Access like *Group Edition* and *Essentials Edition* are not supported at the moment.

Exalate is fully compatible with Salesforce

- Spring '23
- Summer '23
- Winter '24
- Spring '24
- Summer '24
- Winter '25
- Spring '25

## Introduction

In this article, we are going to show you how to:

- Install Exalate on Salesforce from the AppExchange
  - Generate a security token to log into the Exalate Admin console on Salesforce.
- [Install Exalate on Salesforce on Docker](#).

## Install Exalate on Salesforce from the AppExchange

**Note:** When installing Exalate for Salesforce, the account used to initiate the installation will automatically be designated as the proxy user. If you plan to use an Integration User, ensure that the user is created and set up beforehand, then proceed with the installation using that account.

This article describes how to install Exalate to Salesforce from the AppExchange marketplace.

**1. Access the [AppExchange marketplace](#) and search for the Exalate app**

**2. Click Get it Now to install it on Production**

The screenshot shows the Salesforce AppExchange interface. At the top, there is a navigation bar with the Salesforce logo, 'AppExchange', and links for 'Home', 'Explore', 'Collections', 'Consultants', and 'Learn'. A search bar contains the text 'Search AppExchange'. Below the search bar, the app listing for 'Salesforce Connector for Jira, ServiceNow, AzureDevOps, GitHub, Zendesk & more' is displayed. The app is by Exalate and has a 4.87 average rating from 15 reviews. There are two buttons: 'Get It Now' and 'Try It Free'. A 'Freemium' section explains that payment is required for increased usage. The description states: 'Integrate Salesforce and Jira - or any other ITSM tools - bidirectionally. Automate your Salesforce integration, sync any fields in real-time & customize sync rules with AI-Assisted simple code. Align teams, easily escalate, and speed up resolution time.'

or Click **Try It Free** to install it on Sandbox



## Start Your Trial

### Step 1 Choose a trial type

Here's how you can try out this solution. [Learn about trial types.](#)



#### Try in your sandbox

- ✔ Test before deploying to production
- ✔ Explore with your data & configurations
- ✔ Manage installation & setup yourself



Website

<https://>

Email

[support](#)

Phone

[+32 3 3](#)

### Step 2 Share your contact info

Here's what we found in your Trailblazer account. To edit anything, go your account.

First Name

Last Name

**Note:** For alternative installation on the Sandbox instance, append `/packaging/installPackage.apexp?p0=04tQs00000014hVIAQ` to your sandbox URL.

For example: `https://{mydomain--sandbox.salesforce.com}/packaging/installPackage.apexp?p0=04tQs00000014hVIAQ`

### 3. Confirm installation details

Where do you want to install this package?

**Install in a Production Environment**

Install this package in the org where you or your users work, including Developer Edition orgs.

\* Connected Salesforce Accounts ⓘ

Don't see your account? [More Info](#)

- Fill out the required fields
- Check that you have read and agree to the terms and conditions
- Click **Confirm and Install**

APPEXCHANGE HOME

**All Apps**  
Exalate Connector for Salesforce, Jira, ServiceNow, AzureDevOps, GitHub, Zendesk by Exalate

Confirm installation details Exalate Connector for Salesforce, Jira, ServiceNow, AzureDevOps, GitHub, Zendesk ?

**i** Review the customization guide for installation and configuration steps.

package Exalate Bridge App v2	Version ver 0.5 / 0.5.0
Subscription Free	Organization Exhale BV
Duration Does Not Expire	Number of Subscribers site-wide
User Name jose@exalate.sandbox	

**Tell us about yourself**

\* First Name  \* Email

\* last name  Phone

Job Title  \* Country

\* Company  \* State

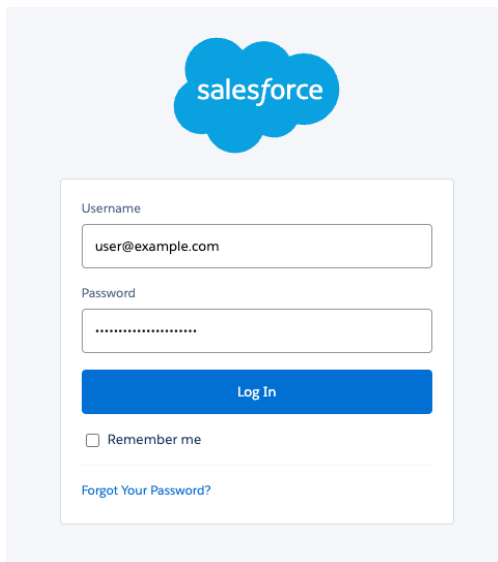
I have read and agree to the [terms and conditions](#) .

Salesforce.com Inc. is not the provider of this application but has conducted a limited security review. [Learn More about the AppExchange Security Review](#) .

Allow the provider to contact me by email, phone, or SMS about other products or services I might like

#### 4. Log in to your Salesforce account

You are automatically redirected to the Salesforce login screen once you confirm the installation

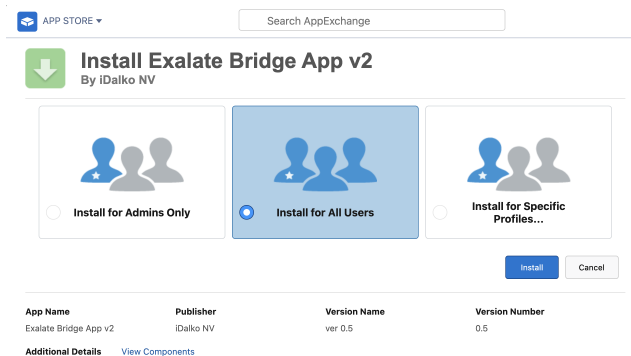


## 5. Select a group of users that has permission to use the Exalate app

If you install Exalate for **Admins Only**, only the administrators have permission to use Exalate. You can grant permissions to other users later. Check out [How to manage users' permissions in Exalate for Salesforce](#).

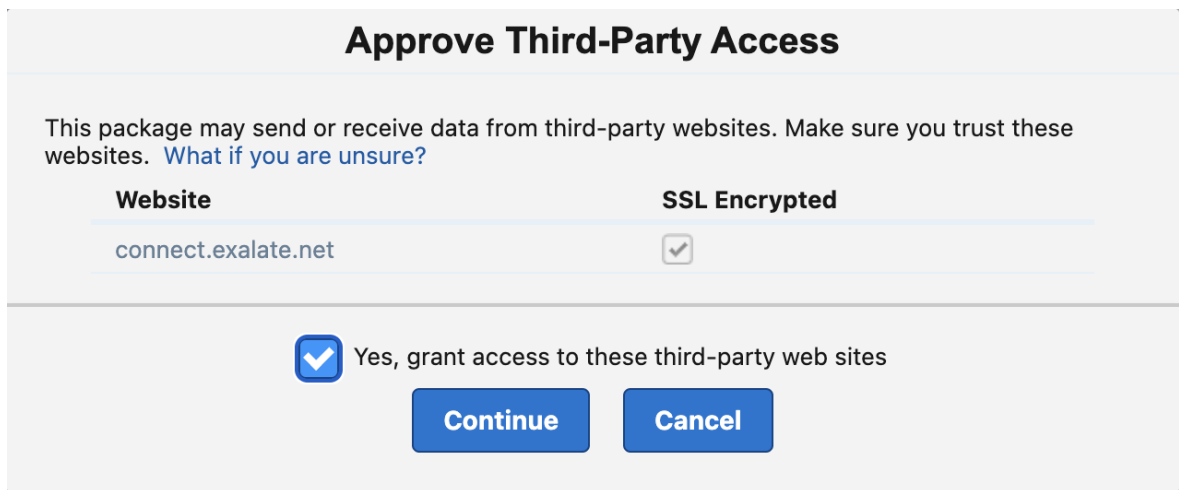
Installing Exalate for **All Users** grants permission to use the app to all registered users.

If you choose to install Exalate for **Specific Profiles**, you see the list of the available profiles and their permissions that should be set before you proceed.



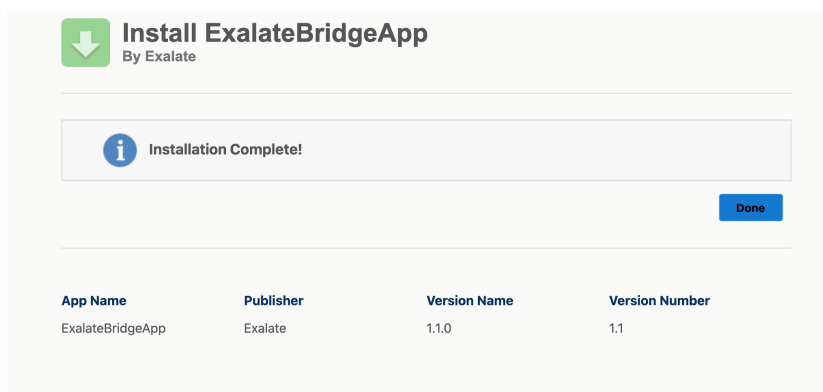
## 6. Click Install

## 7. Approve third-party access



- Check **Yes, grant access to these third-party websites**
- Click **Continue**

**8. Installation complete.** Click **Done** to go back to your Salesforce instance



## 9. Add new trusted URL

- Go to **Setup** and search for **Trusted URLs**
- Click **Add new trusted URL**

- Fill in **Trusted URL Information**:
  - API Name: free input string
  - URL: **\*.exalate.cloud**
- Check all the boxes in **CSP Directives** section
- Click **Save**

10. Next, you need to set the Permissions. Go to **Setup > Permission sets**.

Action	Permission Set Label	Permission Sets - Salesforce - Developer Edition	License
<input type="checkbox"/> Clone	Buyer	Allows access to the store. Lets users see products and categorie...	B2B Buyer Permission Set One Seat
<input type="checkbox"/> Clone	Buyer Manager	Includes all Buyer capabilities, and allows access to manage cart...	B2B Buyer Manager Permission Set One Seat
<input type="checkbox"/> Clone	CRM User	Denotes that the user is a Sales Cloud or Service Cloud user.	CRM User
<input type="checkbox"/> Clone	Commerce Admin	Allow access to commerce admin features.	Commerce Admin Permission Set License Seat
<input type="checkbox"/> Clone	Contact Center Admin	Manage Service Cloud Voice contact centers that use Amazon C...	Service Cloud Voice User
<input type="checkbox"/> Clone	Contact Center Agent	Access agent features in Service Cloud Voice contact centers tha...	Service Cloud Voice User
<input type="checkbox"/> Clone	Contact Center Supervisor	Access supervisor features in Service Cloud Voice contact center...	Service Cloud Voice User
<input type="checkbox"/> Clone	Exalate Admin		Salesforce
<input type="checkbox"/> Clone	Exalate User		

To assign a permission set to a user, go through these steps: **Exalate Admin > Manage Assignments > Add assignment > Select User with System Administrator Profile > Assign > Done.**

## 11. Create the Connected App

The next step is to create the Connected App. Go to **Setup > Apps > App Manager** and click on **New Connected App**.

App Name ↑	Developer Name	Description	Last Modified ...	App Type	Vi...
1	All Tabs	AllTabSet	24/07/2023, 4:36 p...	Classic	
2	Analytics Studio	Insights	Build CRM Analytics dashboards and apps	Classic	✓
3	App Launcher	AppLauncher	App Launcher tabs	Classic	✓
4	Bolt Solutions	LightningBolt	Discover and manage business solutions designed for your i...	Lightning	✓
5	Community	Community	Salesforce CRM Communities	Classic	✓
6	Content	Content	Salesforce CRM Content	Classic	✓
7	Data Manager	DataManager	Use Data Manager to view limits, monitor usage, and manag...	Lightning	✓
8	Digital Experiences	SalesforceCMS	Manage content and media for all of your sites.	Lightning	✓
9	Exalate	Exalate		Lightning (Managed)	✓
10	Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	Lightning	✓
11	Marketing	Marketing	Best-in-class on-demand marketing automation	Classic	✓
12	Platform	Platform	The fundamental Lightning Platform	Classic	✓

Select the "Create a Connected App" option:

## Create a Connected App

To use OAuth 2.0, create an external client app. As the next generation of connected apps, external client apps provide increased security and a better user experience. Learn more about [connected apps](#) and [external client apps](#) in Salesforce Help.

**Create a Connected App**

Connected Apps support plugins other than OAuth 2.0.

**Create an External Client App**

External Client Apps support only OAuth 2.0 plugins.

Cancel
Continue

On the setup page, fill in these fields:

- **Connected App Name**
- **API Name**
- **Contact Email**
- In **API (Enable OAuth Settings)**, check **Enable OAuth Settings**
- In the **Callback URL** field paste: <https://connect.exalate.net/rest/oauth/callback>
- Select and add all rows in **Selected OAuth Scopes**
- **Require Secret for Web Server Flow** should be selected
- **Require Secret for Refresh Token Flow** is optional

**Important:** Do not select **Require Proof Key for Code Exchange (PKCE)**!

In case this field is not editable, or this feature is required by your organization, please [contact support](#) for help with the additional steps required.



This issue is being addressed and will be resolved in an upcoming release.

SETUP  
App Manager

### New Connected App

Help for this Page

Save Cancel

Basic Information

Connected App Name: Exaltate  
API Name: Exaltate  
Contact Email: user@example.com  
Contact Phone:   
Logo Image URL: Upload logo image or choose one of our sample logos  
Icon URL: Choose one of our sample logos  
Info URL:   
Description:   
Required Information

API (Enable OAuth Settings)

Enable OAuth Settings:   
Enable for Device Flow:   
Callback URL: https://connect.exaltate.net/oauth/callback  
Use digital signatures:

Selected OAuth Scopes

Available OAuth Scopes	Selected OAuth Scopes
-None-	Access Analytics REST API Charts Geodata resources (eclair_api) Access Analytics REST API resources (weave_api) Access Connect REST API resources (chatter_api) Access Einstein GPT services (einstein_gpL_api) Access Headless Forgot Password API (forgot_password) Access Headless Passwordless Login API (pwdless_login_api) Access Headless Registration API (user_registration_api) Access Interaction API resources (interaction_api) Access Lightning applications (lightning) Access Visualforce applications (visualforce)

Requires Proof Key for Code Exchange (PKCE) Extension for Supported Authorization Flows

Require Secret for Web Server Flow:   
Require Secret for Refresh Token Flow:   
Enable Client Credentials Flow:   
Enable Authorization Code and Credentials Flow:   
Issue JSON Web Tokens (JWT)-based access tokens for named users:   
Intercept All Tokens:   
Configure ID Tokens:   
Enable Asset Tokens:   
Enable Single Logout:

Click **Save** when done.

## New Connected App

Changes can take up to 10 minutes to take effect. Deleting a parent org also deletes all connected apps with OAuth settings enabled.

Continue Cancel

**Important:** Wait 10-20 minutes after creating the connected app for the changes to be fully applied.

Go to **Setup > Apps > App Manager > Your created App > View > Manage Consumer Details** and collect the **Consumer Key** and **Consumer Secret** from the connected app.

Connected App Name

**Exalate**

[« Back to Manage Connected Apps](#)

**Consumer Details**

Consumer Key 3MVG9pRzvMkjMb6lr8ob0wDiwI7BQfOhANZEWprL\_z0b2wiBACWuAH1SQmxjsSy00jc1ubsmuAsjuRjkzdfC2

Consumer Secret FCDFA74AE26391207F3EB45B97CC72BAA618C190805D167100B19A4F0CFAD7CD

**Staged Consumer Details**

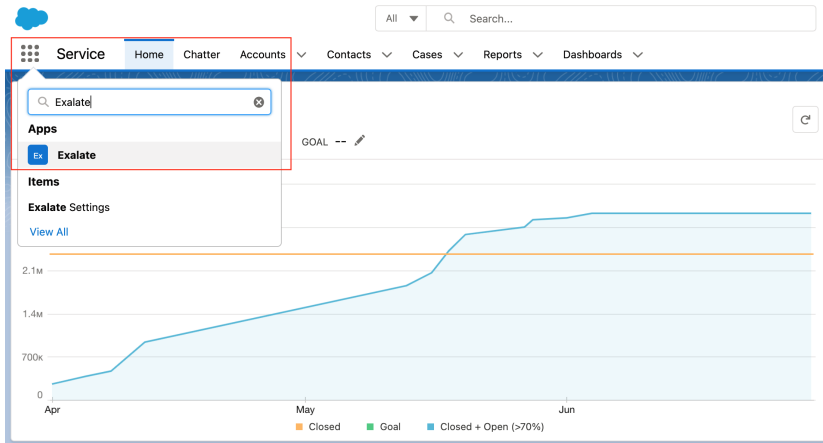
Generate staged values for the consumer key and secret. When you apply the staged values, they replace the original consumer details.

Staged Consumer Key Not generated  
Staged Consumer Secret Not generated

## 12. Request an Exalate node

Once the application is installed, you can request an Exalate node:

- Access the Exalate app from the search bar



- Copy the **Consumer Key** and **Secret** from the connected app and paste here, then click on **Request Node**.

The screenshot shows the "Exalate Console" form. The form has a title "Exalate Console" and a message: "We are preparing to create a node in the background, please wait." Below the message, there are two input fields: "Consumer Key" and "Consumer Secret". At the bottom of the form, there is a blue button labeled "Request Node".

- Click **Allow** on the app permissions.

- Access Analytics REST API Charts Geodata resources
- Manage hub connections
- Manage Pardot services
- Access Lightning applications
- Access content resources
- Manage Data Cloud Ingestion API data
- Manage Data Cloud profile data
- Perform ANSI SQL queries on Data Cloud data
- Access chatbot services
- Perform segmentation on Data Cloud data
- Manage Data Cloud Identity Resolution
- Access Headless Forgot Password API
- Manage Data Cloud Calculated Insight data
- Access Headless Registration API
- Access the Salesforce API Platform
- Access Interaction API resources
- Access all Data Cloud API resources
- Perform requests at any time

Do you want to allow access for  
teja.buthada@exalate.com? (Not you?)

To revoke access at any time, go to your personal settings.

After you allow the permissions you are being redirected back to the Salesforce interface.

**Note:** Exalate console may render in a few minutes.

### 13. Configure Exalate for Salesforce

Once you have requested the node it is time to configure it. Follow the steps listed below:

1. Fill in your contact information in the registration form. Exalate sends you a verification email. With this info Exalate:

- Verifies your instance.
- Activates an evaluation license.
- Makes an admin account to receive error notifications.

The screenshot shows the Exalate Console registration page. At the top, there is a search bar and a user profile icon. The main content area is titled 'Exalate Console' and contains a registration form with the following fields:

- Email:** user@example.com
- Contact name:** User
- Organization:** Exalate
- Phone:** 12-123-1234

Below the form, there is a checkbox for 'By clicking Agree and submit below, you agree to our End User License Agreement'. At the bottom, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support', and 'Report a bug'. The footer indicates the version: 'Powered by Exalate v. 5.5.5 (Core v. 5.5.5)'.

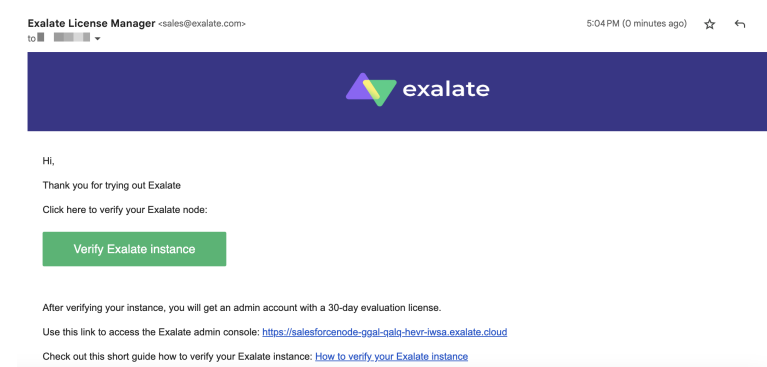
2. Click **Agree and submit**, to agree to the [EULA](#) and continue.

**Note:** After clicking **Agree and submit**, you accept our End User License Agreement (EULA). You can read it here: <https://static.idalko.com/legal/eula-addons.pdf>

Click **Resend email** if you have not received a confirmation email. Click **Change email** to modify the email address provided earlier.

**Note:** If you encounter an error during verification, check out [Solving issues with email verification](#).

### 3. Open your email and click **Verify Exalate instance**



4. Once you receive the email and verify the registration of the node, you are redirected to the Exalate **console admin > Connections** screen.

Congratulations! The registration process has been completed.

Install Exalate for Salesforce on Docker

You can host Exalate for Salesforce on your own server. To do so, you need to install Exalate on Docker.

**Note:** You need to install Docker. Check the [docker documentation](#) for more details.

1. How to install Exalate for Salesforce on Docker?
  - 1.1. Create or download the docker-compose.yml
  - 1.2. Ensure that a correct database is set up using a createdb.sh
  - 1.3. Set environment variables if necessary
  - 1.4. Register the node
  - 1.5. Start the application
2. Troubleshooting

**Note:** Check out the how to host Exalate for Salesforce on your own server detailed guide.

## Video Tutorial

### Product

[About Us](#)

[Release History](#)

[Glossary](#)

[API Reference](#)

### ON THIS PAGE

[Security](#)

[Pricing and Licensing](#)

### Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

### Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)