

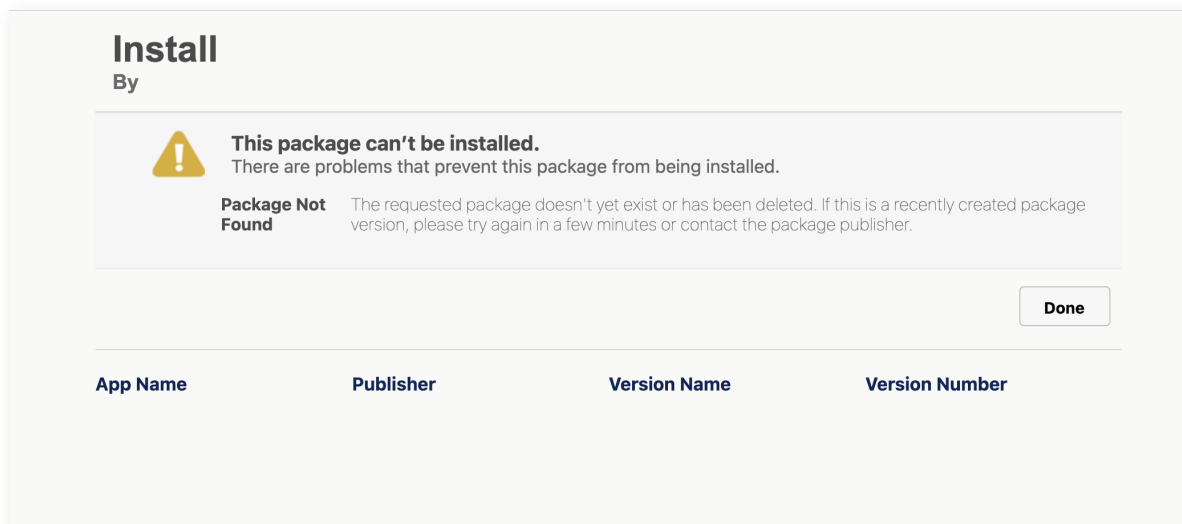
Known Issue: Salesforce Installation Problems

Last Modified on 03/18/2024 8:15 am EDT

Introduction

There is a reported problem where users are not able to install Exalate for Salesforce Bridge App.

As a user, you encounter the following error.



We have created the "**Version 2: Exalate Bridge App**" for Salesforce to solve this problem.

The new version fixes installation issues from the previous "Version 1: Exalate Bridge App" caused by the deletion of the underlying Salesforce Org.

This document provides a series of steps to install version 2 of the Exalate Bridge App.

Note: The security review is ongoing, so the App is not yet published on the AppExchange.

Steps to Install Version 2: Exalate Bridge App for Salesforce

Important: Before installing the new version, make sure you [follow the instructions outlined here](#) to uninstall the previous instance.

1. The new App can be installed from the following link:

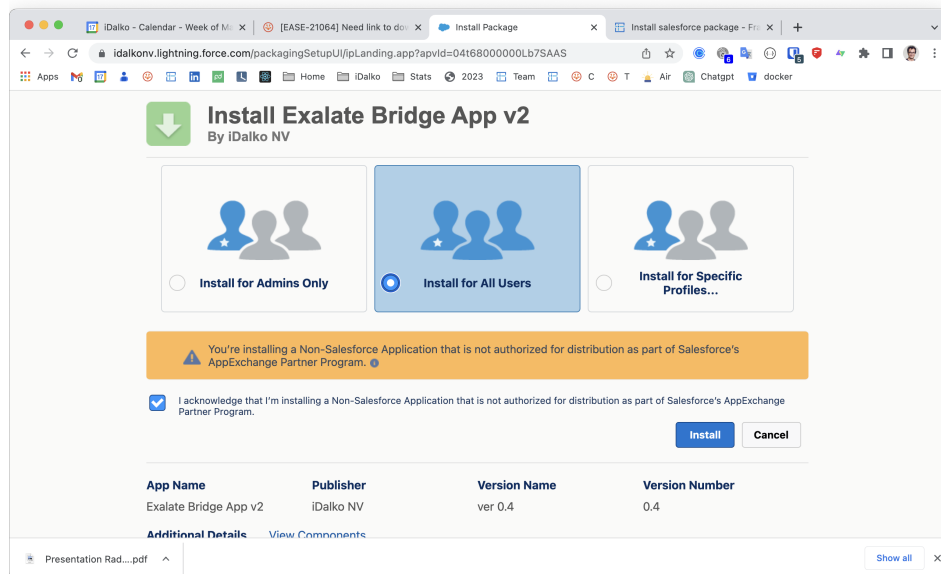
<https://login.salesforce.com/packaging/installPackage.apexp?p0=04t68000000Lb7SAAS>.

Note: When deploying on a **sandbox** please use

<https://test.salesforce.com/packaging/installPackage.apexp?p0=04t6800000Lb7SAAS>

Salesforce displays an installation page.

2. Select **Install for All Users** if you want to give all Salesforce users the capability to view the Exalate sync panel.

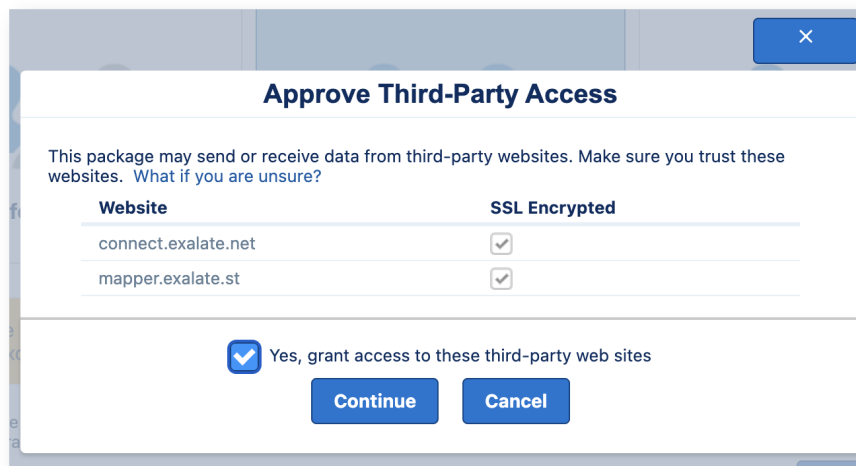


3. Approve third-party access

A confirmation dialog box appears asking if a third-party website is allowed to access the environment.

Confirm by clicking the checkboxes and click **Continue**.

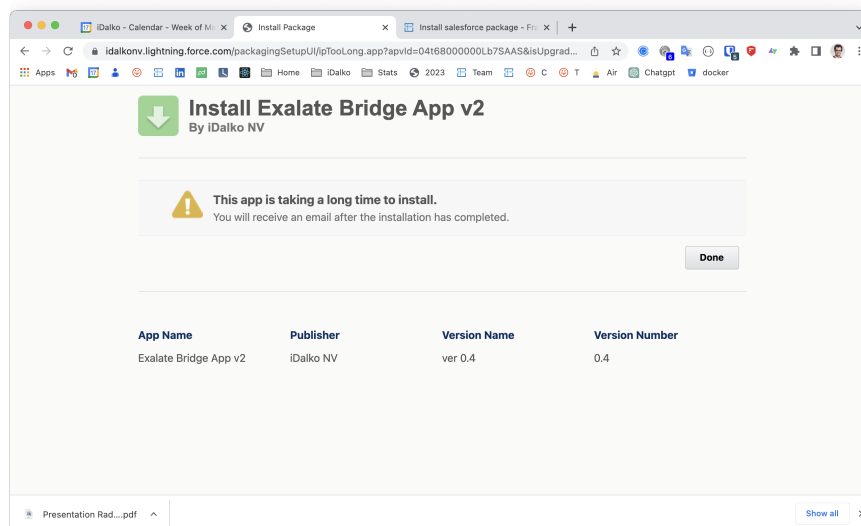
Note: There is an additional authorization form further down the line.



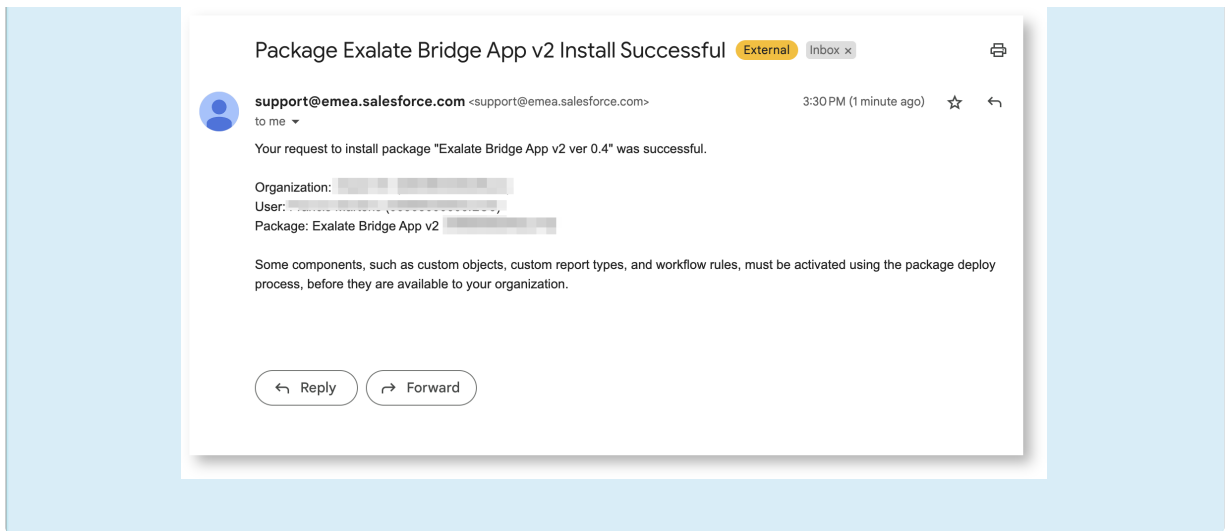
4. Confirm installation

The next screen confirms the installation or indicates that an email is sent to your user email address.

Click **Done** either way.

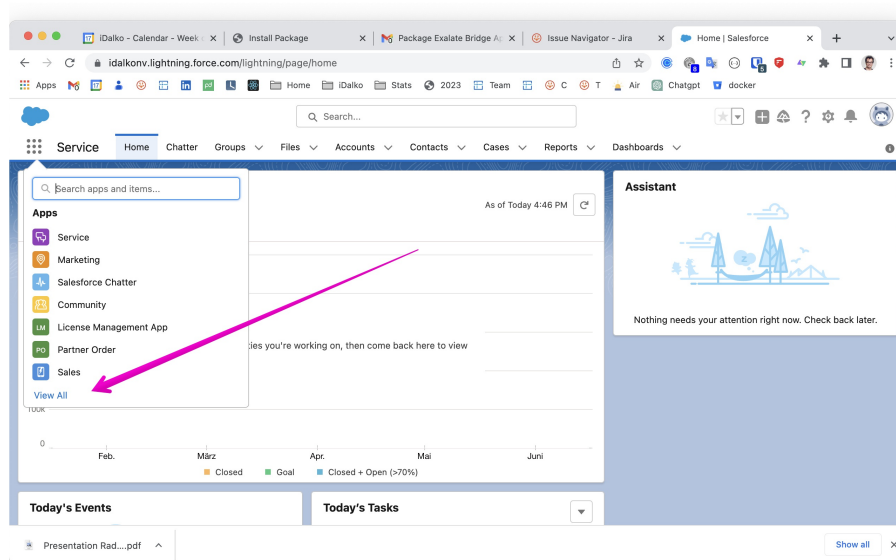


Note: The email looks like this:

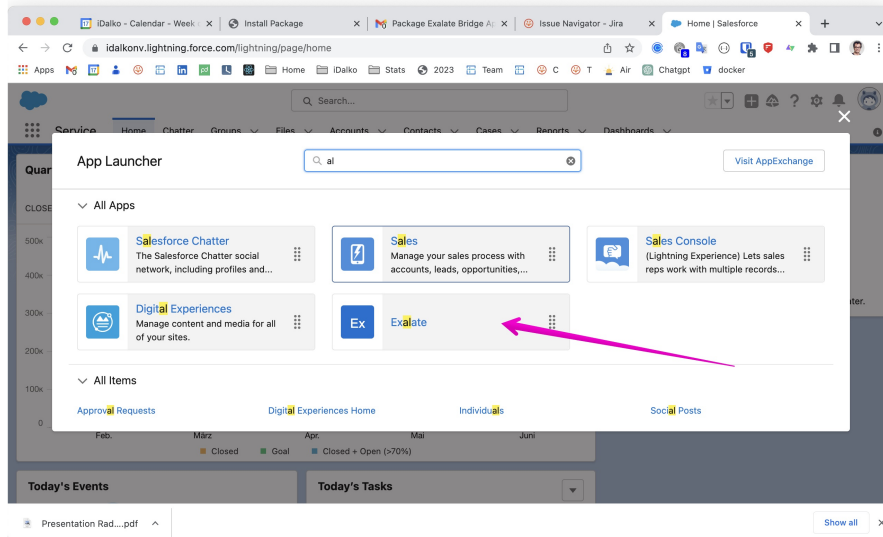


5. Access the Exalate console.

Now, you can access the Exalate console by searching for the App under the **Apps** launcher in Salesforce.



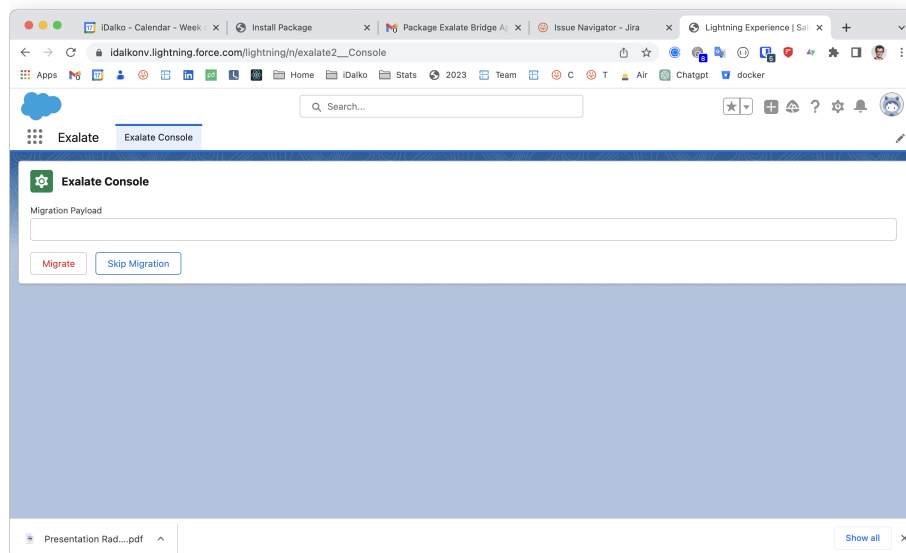
6. Select **Exalate**



7. Allow migration

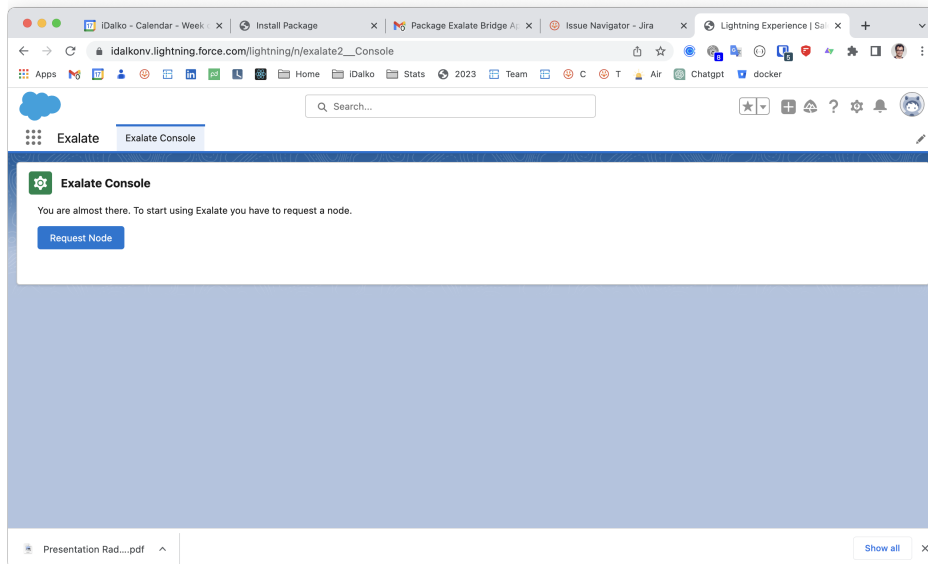
Click **Skip Migration** if you have installed the Exalate App for the first time. However, if you wish to migrate, you can [contact our support](#).

Note: Migration is for customers that need to switch to the new App.



8. Request an Exalate node.

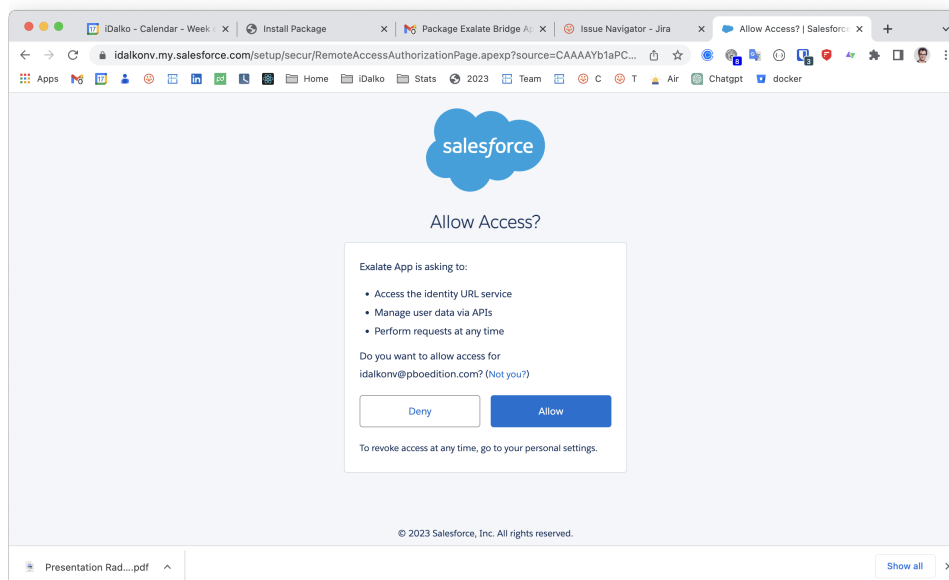
Click **Request Node** to reserve an Exalate node for your Salesforce instance.



9. Confirm the type of access allowed for Exalate.

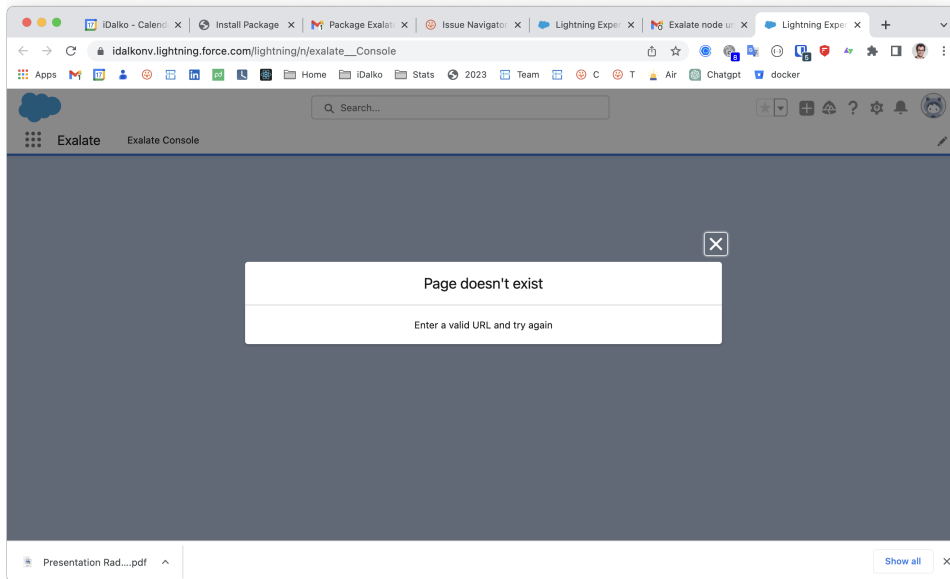
Note: Ensure that only 3 entries are present.

Click **Allow** to grant access.



10. A pop-up with the error message **Page doesn't exist** is displayed.

This is a result of a bug in our App that refers to the old URL of the console. You can ignore this error by closing the window.



11. Go back to the App launcher and select **Exalate** again.

Registration starts. To continue further, [skip to step number 11 on this page](#).

ON THIS PAGE

Product

[About Us](#)

[Introduction](#)

[Release History](#)

[Steps to Install Version 2: Exalate Bridge App for](#)

[Cassandra](#)

[Salesforce](#)

[Security](#)

[Pricing and Licensing](#)

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