

Initiate a Private Connection in Basic Mode for Freshservice

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Note: For Private Connections:

- an instance you have access to is considered a public side.
- an instance you don't have access to is considered a private side: destination instance.

The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

Introduction

Connections in Basic mode have a set of **Sync Rules**, generated by Exalate. You can sync a basic set of ticket fields: summary, description, comments, attachments, and ticket types.

All comments are synced as public comments.

Note: You cannot modify **Sync Rules** in Basic Mode.

If you want to edit/delete Sync Rules, you must upgrade the connection to Script Mode.

Initiate a Private Connection from Freshservice

1. Navigate to the **Connections** tab in the Exalate console.
2. Click **Initiate Connection**.

Connections

Connection defines synchronization behavior, including communication details, sync rules, and scope.

Initiate connection

Accept invitation



3. Click **'I don't have a URL'**

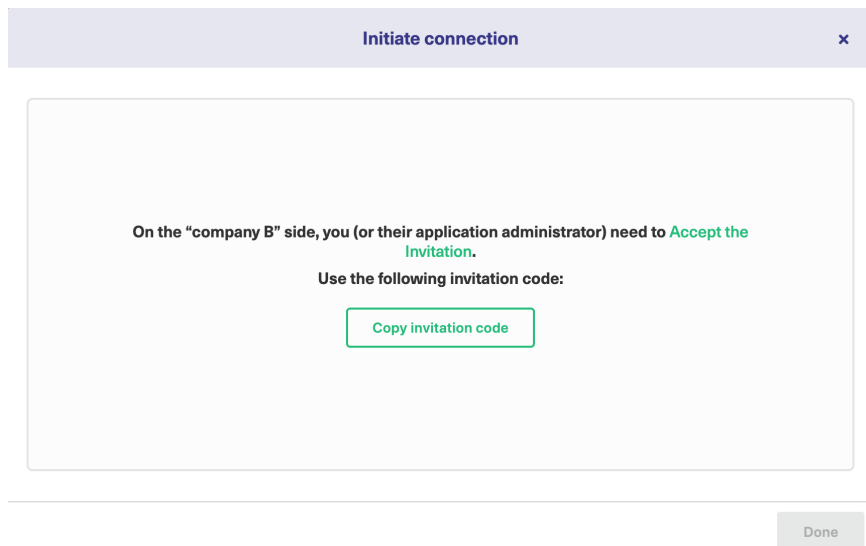
If the destination instance is in a private network click **I don't have a URL**. Exalate suggests available connection types based on the destination instance's version of Exalate.

4. Choose a **Basic** connection mode and click **Next**.

Note: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

5. Click **Copy Invitation Code**

Here you can copy the invitation code and send it over to your partner. The destination side is shown as "unknown" since this is a private side.



Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection.

To do so, click on the **Accept invitation** button in the **Connections** tab of the Exalate Admin Console and paste the copied invitation code.

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