

Initiate a Private Connection in Script Mode for Zendesk

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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.

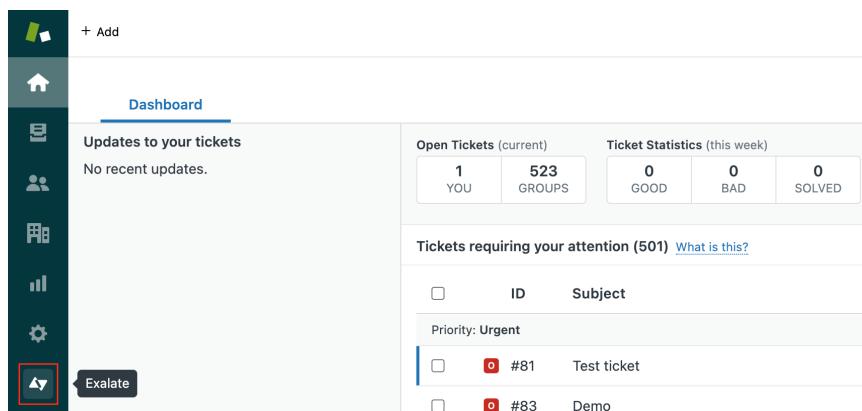
The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

Initiate a Private Connection from Zendesk

1. Navigate to the **Connections** tab in the Exalate console.

To navigate to the **Connections** tab:

Click **Exalate** in the list of apps.



Click **Connections**.

A screenshot of the Exalate web interface. The left sidebar shows a connection named 'example.exalate.net' and a list of management tools. The 'Connections' option is highlighted with a red box. The main content area is titled 'Connections' and displays a message: 'You do not have any connection defined yet.' with a 'Create a new connection' button. At the bottom of the page, there are links for Documentation, EULA, Support, and Report a bug, and a note that the application is Powered by Exalate v. 5.4.0 (Core v. 5.4.0).

2. Click **Initiate Connection**.

A screenshot of the 'Initiate connection' dialog box. It has a title bar 'Initiate connection' and a close button 'x'. Below the title is a 'Destination instance URL' input field containing 'https://example.exalate.net'. To the right of the input field is a toggle switch labeled 'I don't have a URL' with a green checkmark. At the bottom right of the dialog is a 'Next' button.

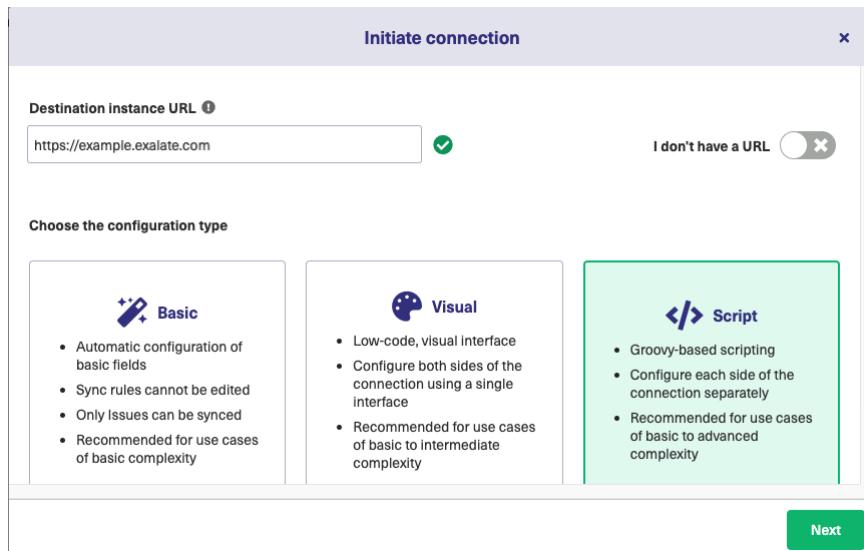
3. Click '**I don't have a URL**'

If the destination instance is in a private network click **I don't have a URL**.

A screenshot of the 'Initiate connection' dialog box. It has a title bar 'Initiate connection' and a close button 'x'. Below the title is a 'Destination instance URL' input field containing 'https://example.exalate.net'. To the right of the input field is a toggle switch labeled 'I don't have a URL' with a green checkmark. At the bottom right of the dialog is a 'Next' button.

4. Choose a **Script** connection mode.

5. Click **Next**.



6. 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.

7. Enter Connection information & Click **Next**

Field	Description
Local instance short name	A short name for your instance
Destination instance short name	A short name for the destination instance
Connection name	Name of the connection
Description	Description of the connection

Initiate connection x

Connection information

Local instance short name*

Remote instance short name* ?

Connection name*

Description

◀ Previous Next ▶

8. Click **Copy Invitation Code**

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

Initiate connection x

Ensure that Exalate is [installed](#) on the destination side "unknown"

On the "unknown" side, you (or their application administrator) need to [Accept the Invitation](#).

Use the following invitation code:

Copy invitation code

Done

9. Click **Done**

Once your partner accepts the invitation, you can start synchronization.

Product

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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.

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