

How to Set Up Exalate in ServiceNow Using an Update Set

Last Modified on 01/15/2026 7:47 pm EST

You can install Exalate for ServiceNow with an **.xml** File.

In ServiceNow, these files are called update sets.

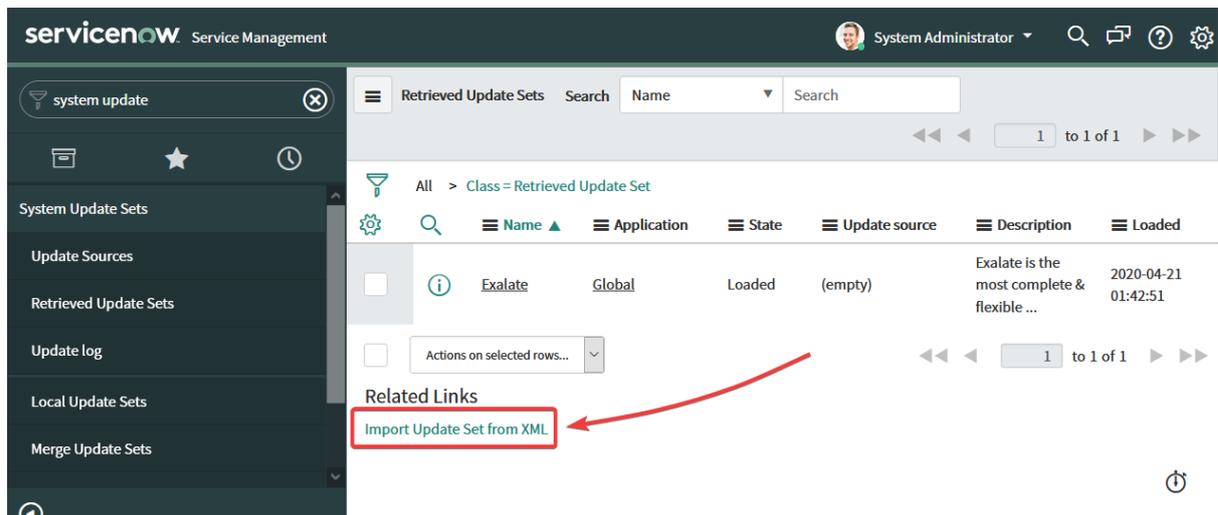
To configure Exalate in your ServiceNow instance follow these steps:

1. Download the update set.

You can download the Exalate update package here: [Download exalate_update_package.xml](#)

2. Go to **System Update Sets** → **Retrieved Update Sets**.

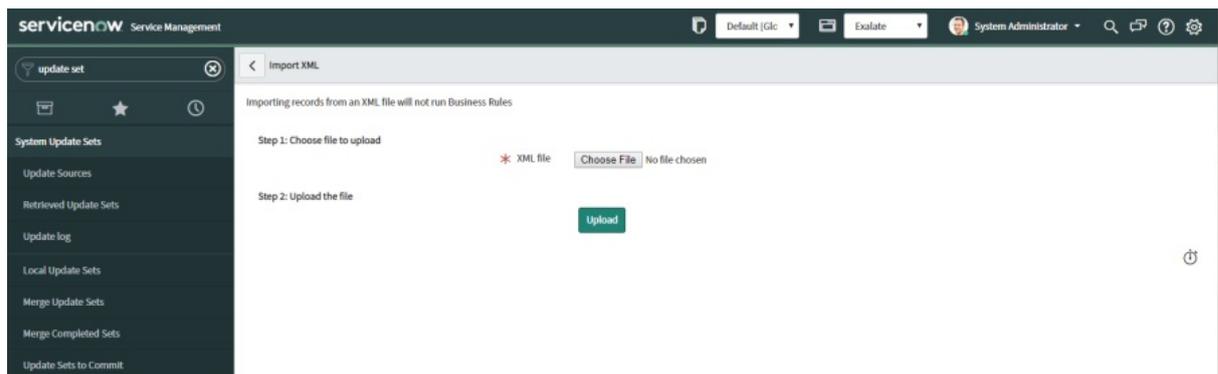
3. Click **Import Update Set from XML** under the **Related Links**.



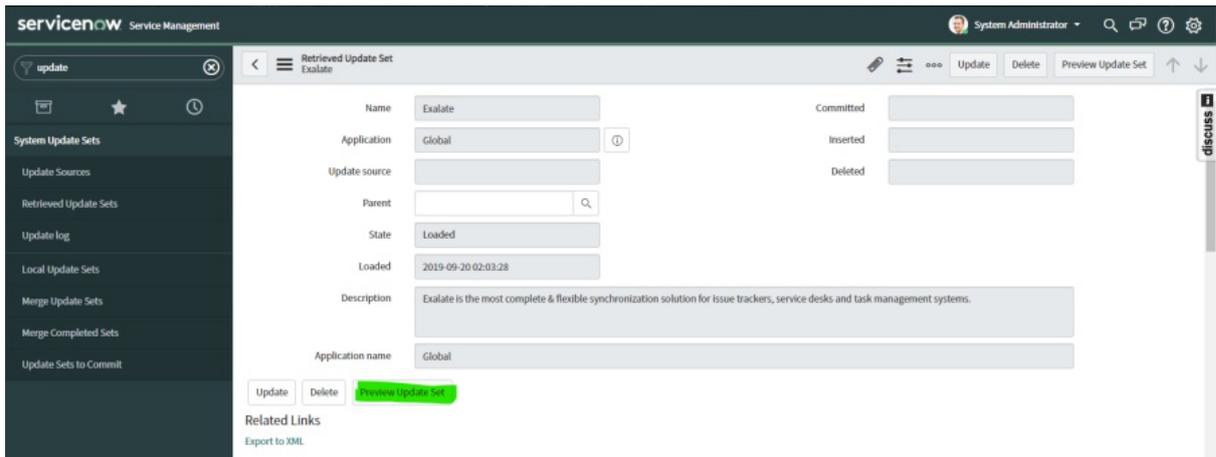
4. Upload the **downloaded XML** file.

To upload the file:

1. Choose the file from your computer.
2. Click **Upload**.



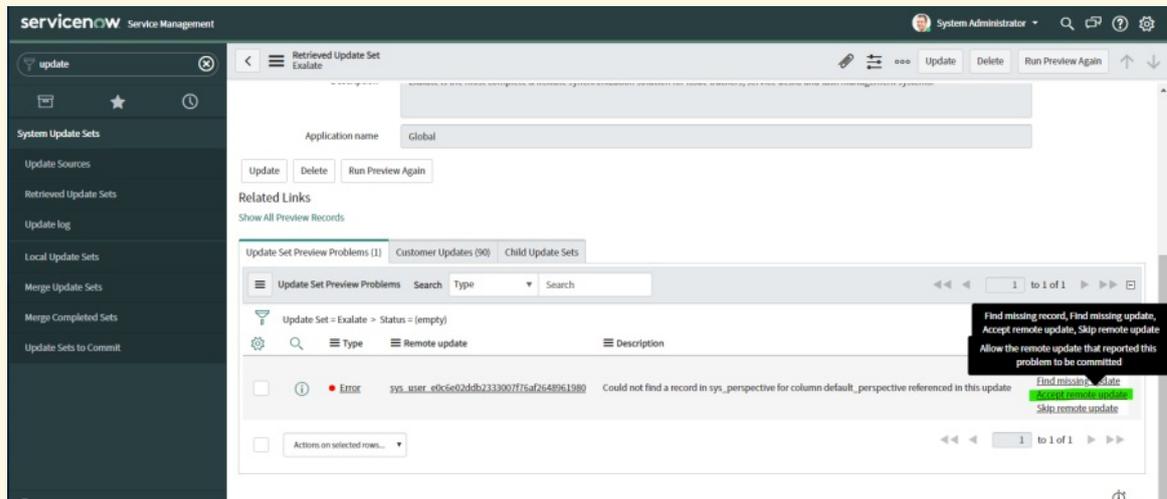
5. Open the Exalate update set and select **Preview Update Set**.



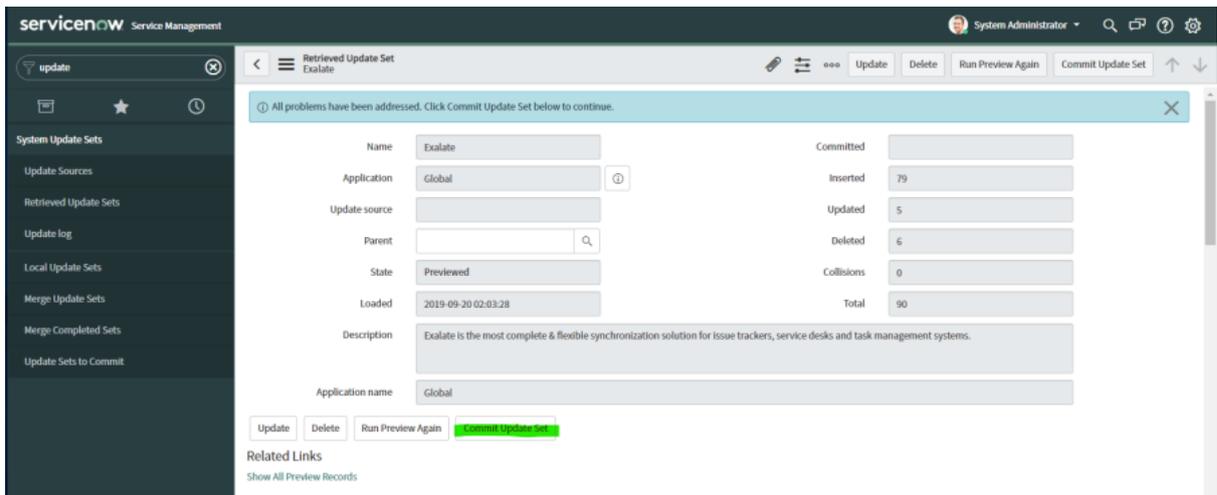
Note: In some cases, you could encounter the following error during the preview:

Found a local update that is newer than this one

To finish the installation, navigate to **Update Set Preview Problems** → **Accept remote update**.



6. Press **Commit Update Set**.



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