

How to Uninstall Exalate from Salesforce

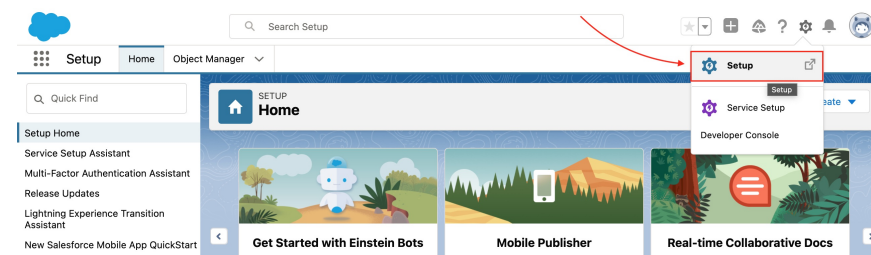
Last Modified on 02/13/2026 11:44 am EST

This article describes how to uninstall Exalate from your Salesforce work management system.

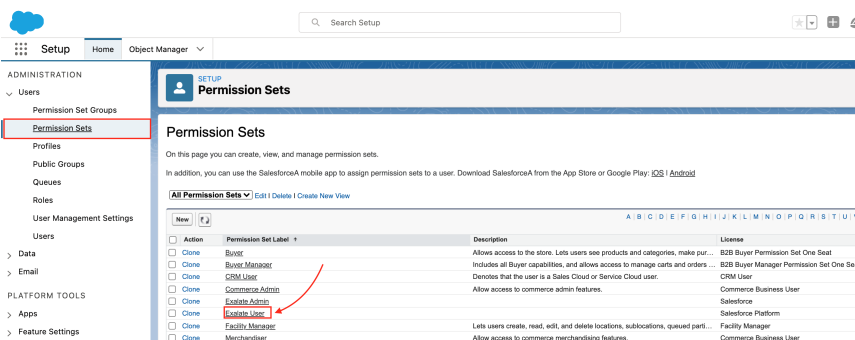
To uninstall Exalate:

1. Manage user's permissions:

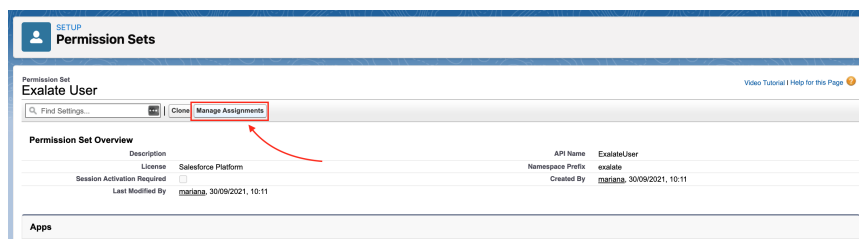
1. Access the Salesforce instance and click **Setup**.



2. Go to **Users -> Permissions Sets** and click **Exalate User**.



3. Click **Manage Assignments**.



4. Select a user and click **Remove assignments**.

SETUP
Permission Sets

Assigned Users
Exalate User
← Back to: Permission Set

[Add Assignments](#) [Remove Assignments](#)

Action	Full Name ↑	Alias	Username	Last Login	Role	Active
<input checked="" type="checkbox"/> Edit	mariana	mkolo	mariana@idalko.com	04/10/2021, 07:40	SVP, Customer Service & Support	✓

[Add Assignments](#) [Remove Assignments](#)

5. Go back to **Users -> Permissions Sets** and click **Exalate Admin**.

SETUP
Permission Sets

On this page you can create, view, and manage permission sets.
In addition, you can use the SalesforceA mobile app to assign permission sets to a user. Download SalesforceA from the App Store or Google Play: [iOS](#) | [Android](#)

[All Permission Sets](#) [Edit](#) | [Delete](#) | [Create New View](#)

Action	Permission Set Label ↑	Description	License
<input type="checkbox"/> Clone	Buyer	Allows access to the store. Lets users see products and categories, make pur...	B2B Buyer Permission Set One Seat
<input type="checkbox"/> Clone	Buyer Manager	Includes all Buyer capabilities, and allows access to manage carts and orders ...	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 Business User
<input type="checkbox"/> Clone	Exalate Admin		Salesforce
<input type="checkbox"/> Clone	Exalate User		Salesforce Platform
<input type="checkbox"/> Clone	Facility Manager	Lets users create, read, edit, and delete locations, sublocations, queued parti...	Facility Manager

6. Click **Manage Assignments**.

SETUP
Permission Sets

Permission Set
Exalate Admin

[Find Settings...](#) [Clone](#) [Manage Assignments](#)

Permission Set Overview

Description	License	API Name	Exalate Admin
	Salesforce	ExalateAdmin	
Session Activation Required	<input type="checkbox"/>	Namespace Prefix	exalate
Last Modified By	mariana, 30/09/2021, 10:11	Created By	mariana, 30/09/2021, 10:11

Apps

7. Select a user and click **Remove assignments**.

SETUP
Permission Sets

Assigned Users
Exalate Admin
← Back to: Permission Set

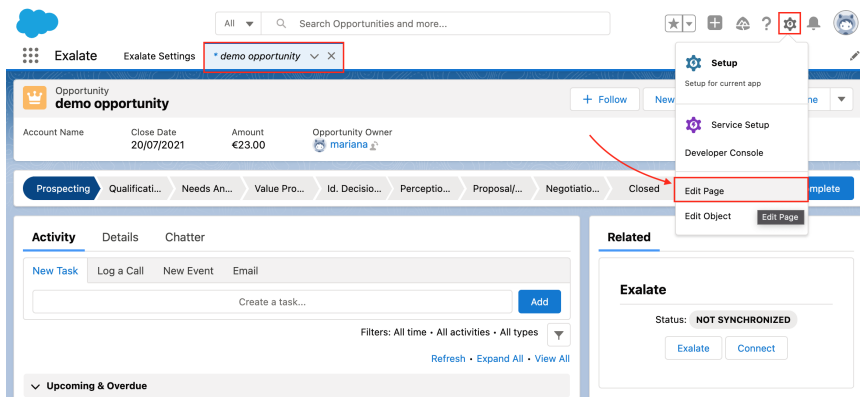
[Add Assignments](#) [Remove Assignments](#)

Action	Full Name ↑	Alias	Username	Last Login	Role	Active
<input checked="" type="checkbox"/> Edit	mariana	mkolo	mariana@idalko.com	04/10/2021, 07:40	SVP, Customer Service & Support	✓

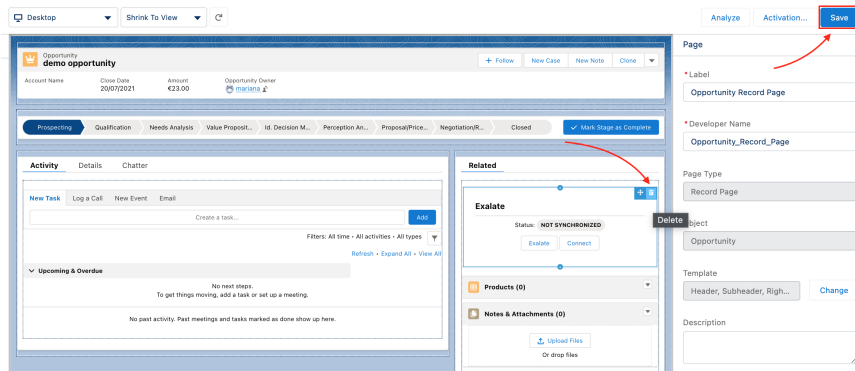
[Add Assignments](#) [Remove Assignments](#)

2. Remove the Exalate Sync panel from the objects view:

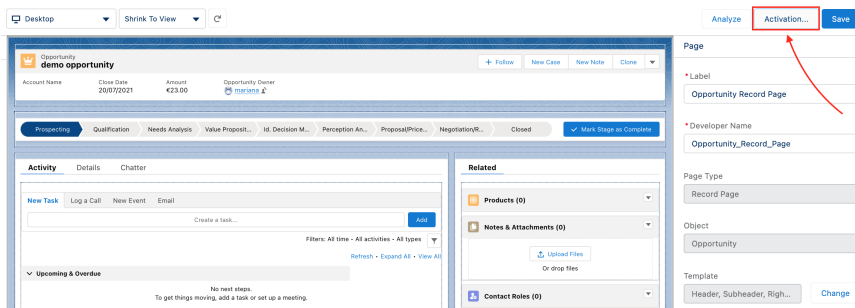
1. Open an object where you have previously added a sync panel.
2. Click **Setup -> Edit Page**.



3. Remove the sync panel by clicking a trash icon on the component and clicking **Save**.






4. Click the **Activation** button.



5. Move to the **App Default** tab and click **Remove Assignments**.

Activation: Opportunity Record Page

Custom record pages can be assigned at different levels:

-  **The org default** record page displays for an object unless more specific assignments are made.
 -  **App default** page assignment, if specified, overrides the org default.
 -  **App, record type, profile** assignments override org and app defaults.
- [Learn more about Lightning page assignment.](#)

ORG DEFAULT

APP DEFAULT

APP, RECORD TYPE, AND PROF...

Set this page as the default for Opportunity records for specific Lightning apps. An app default page displays for all the object's records in an app unless specific app, record type, and profile assignments are made.

Assignments (1)

Assign as App Default

Remove Assignments

App Name	Description	FORM FACTOR
Exalate		Desktop and phone

Close

6. Select **Exalate** for phone and desktop and click **Next**.

Remove App Default Assignments

Select the app default assignments to remove for the "Opportunity Record Page" record page.

Lightning Apps (2)

App Name	Description	FORM FACTOR
<input checked="" type="checkbox"/> Exalate		Desktop
<input checked="" type="checkbox"/> Exalate		Phone

Cancel

Back

Next

7. Review the change and click **Save**.

Review Changes

Assignment Changes (2)

App Name	FORM FACTOR	Current App Default	New App Default
Exalate	Desktop	Opportunity Record Page	System Default
Exalate	Phone	Opportunity Record Page	System Default

Cancel

Back

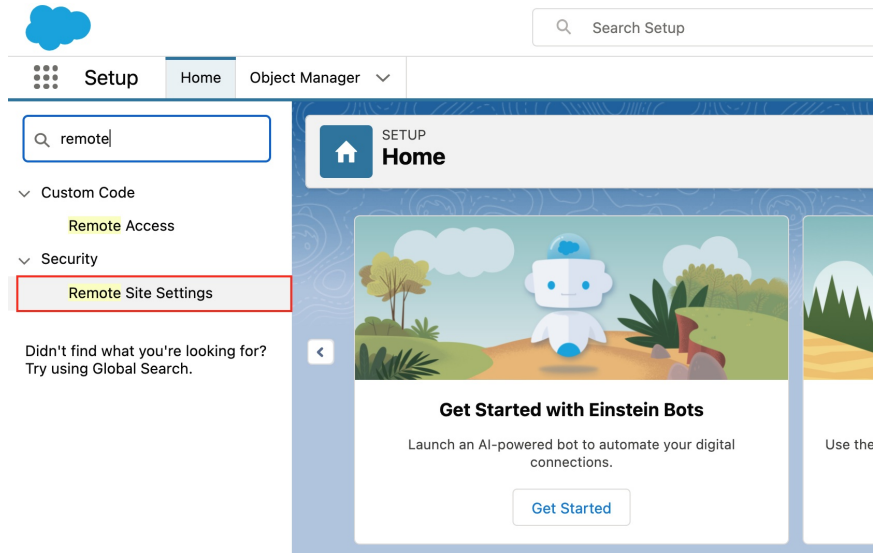
Save

Note: You need to remove the sync panel from every object where it has been previously added.

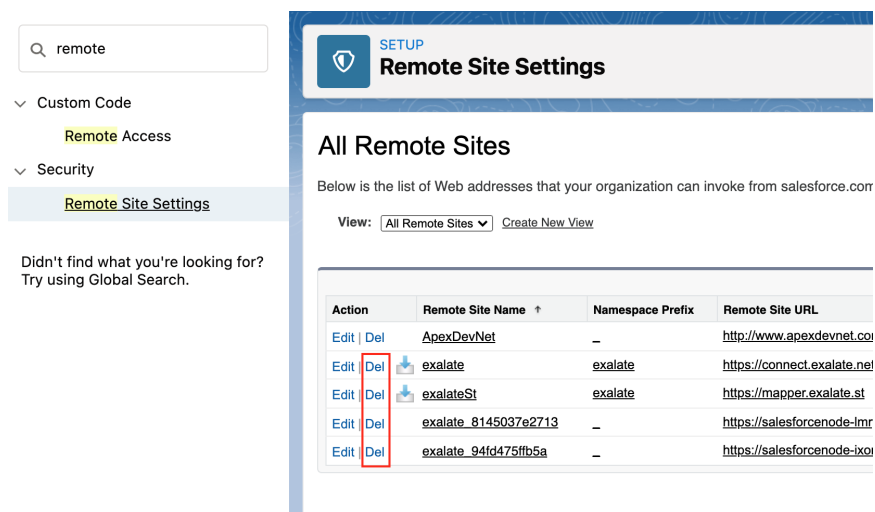
3. Remove Remote Site settings:

1. Click **Setup**

2. Type "remote" in the search field and click **Remote Site Settings**.



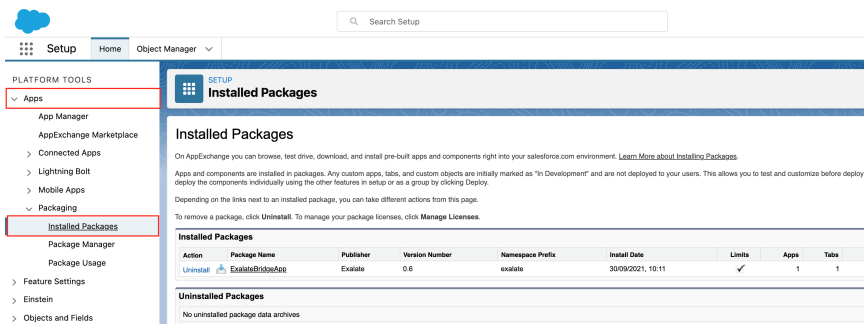
3. Delete all the Exalate-related settings.



4. Remove Lightning App:

1. Go to **Setup**

2. Click **Apps -> Packaging -> Installed Packages**.



3. Click **Uninstall** next to the **ExalateBridgeApp**.

Installed Packages

On AppExchange you can browse, test drive, download, and install pre-built apps and components right into your salesforce.com environment. [Learn More about Installing Packages](#).

Apps and components are installed in packages. Any custom apps, tabs, and custom objects are initially marked as "In Development" and are not deployed to your users. This allows you to test and customize before deploying. You can deploy the components individually using the other features in setup or as a group by clicking Deploy.

Depending on the links next to an installed package, you can take different actions from this page.

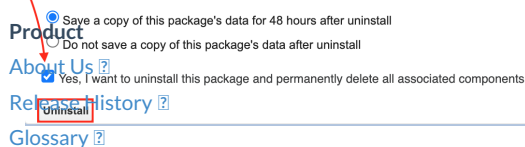
To remove a package, click **Uninstall**. To manage your package licenses, click **Manage Licenses**.

Installed Packages									
Action	Package Name	Publisher	Version Number	Namespace Prefix	Install Date	Limits	Apps	Tabs	Objects
Uninstall	ExalateBridgeApp	Exalate	0.6	exalate	30/09/2021, 10:11	✓	1	1	1
Uninstalled Packages									
No uninstalled package data archives									

4. Confirm that you want to uninstall the package with the checkmark and click **Uninstall**.

With the help of a radio button, you can choose to save a copy of this package's data for 48 hours after uninstall.

Custom Object Data	
Custom Object	Records (Approximate)
Exalate Data	1



You see the status of the uninstallation changing from In **Progress** to **Uninstall Complete**.

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