Update System Authentication Details in New Exalate

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You can update system details and authentication credentials for supported platforms directly from the New Exalate UI. This feature helps you keep your integrations running smoothly by allowing you to update system names and credentials without re-registering systems or interrupting syncs.

Update System Details

1. Open your Workspace in New Exalate
2. Find the system you want to update in the **Systems** tab
3. Click the action menu icon -> **System Properties** to open the settings modal

The modal displays:

- **System Name** (editable)
- **System URL** (read-only)
- **Authentication** section showing the current method (e.g., PAT, API Key) along with **Edit** button

You can update the system name, credentials, or both in a single operation.

Supported Systems and Required Credentials

You can update authentication credentials for the following systems:

- **Azure DevOps**: Enter a Personal Access Token (PAT) with Work Items (Read & Write) scope or Authenticate with OAuth 2.0.
- **Azure DevOps Server**: Enter a Personal Access Token (PAT) with Work Items (Read & Write) scope.
- **ServiceNow**: Enter your ServiceNow username and password or Authenticate with OAuth 2.0.
- **Freshdesk**: Enter your API key.
- **Freshservice**: Enter your API key.
- **Zendesk**: Authenticate with OAuth 2.0
- **Salesforce**: Enter your Client ID and Client Secret.
- **Asana**: Enter your API key.

> **Notes:**
> Updating authentication credentials is currently not supported for Jira systems.

> A GitHub connection authenticates through the Exalate GitHub App's installation, using a token GitHub itself issues and manages, so there's no user-supplied credential to update.

For enhanced security and audit tracking, consider creating a dedicated proxy user to impersonate actions performed by Exalate.

> **About Proxy Users**: A proxy user is a dedicated service account that performs sync operations on behalf of Exalate. Using a proxy user provides better audit trails, separates sync activity from individual user accounts, and ensures uninterrupted syncs when team members change roles. Learn more about configuring proxy users for your integrations.

Steps to Update System Name or Credentials

Change System Name

1. In the modal, update the **System Name** field.
2. Click **Save Changes**.
3. The new name appears across all views, including the Systems list, Connections, and topology.

Update Authentication Credentials

1. In the **Authentication** section, click **Edit**.
2. Enter the new credentials as required for your platform.
3. Click **Check authentication** to validate the new credentials.
    - If successful, you'll see a confirmation.
4. Click **Save Changes** to apply the update.
5. All connections using this system immediately use the new credentials.

What Happens Next

- All connections using the updated system will immediately use the new credentials.
- There is no sync interruption during the update process.
- If you close the modal or click **Close**, unsaved changes are discarded.

This streamlined process ensures you can keep your system details and credentials up to date, so your integrations stay secure and operational.

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