

# Salesforce Sandbox looks Duplicated after Refresh

Last Modified on 03/04/2024 10:25 am EST

## Problem

After doing a [refresh](#) from Production to Sandbox, the Exalate app, looks like it has duplicated the Production environment.

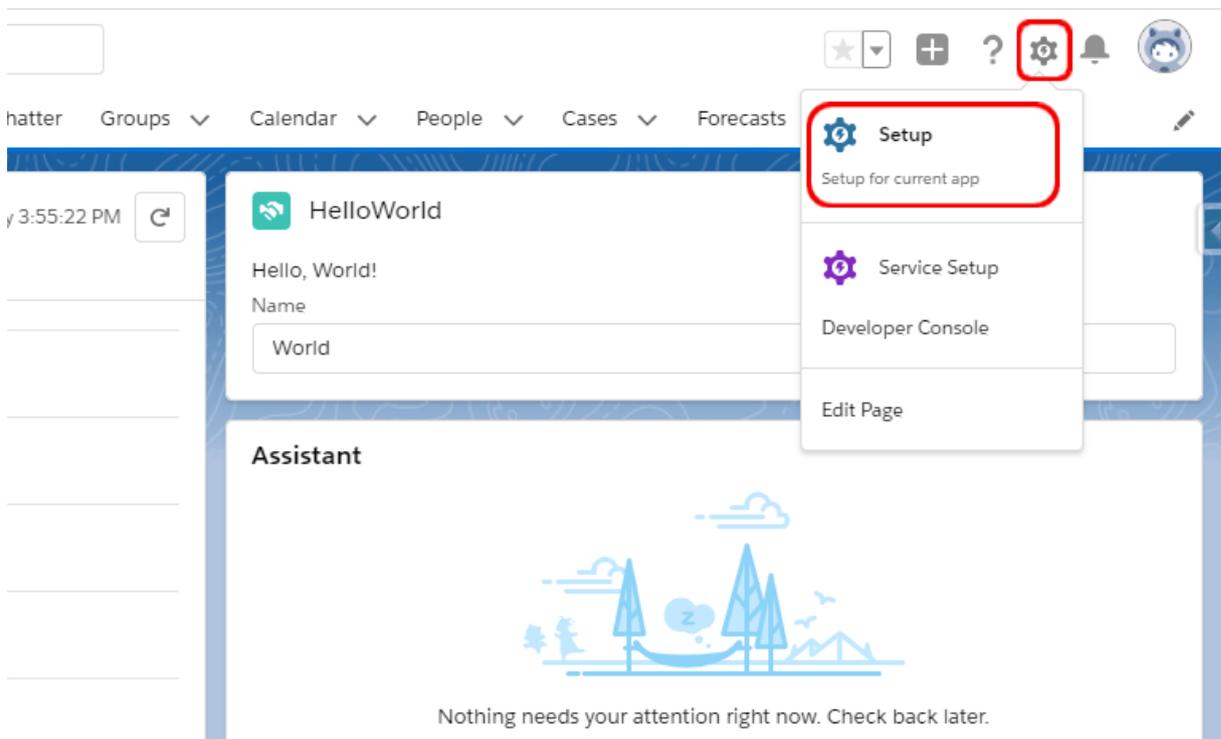
## Cause

The refresh causes the Exalate Custom Settings to be overwritten from Production to Sandbox.

## Solution

In this case, ensure you back up your Exalate Custom Settings within your Sandbox environment before the refresh. Here's how:

1. Access the **Setup menu**.



2. Use the **Quick Find box** to **search** for **Custom Settings**.

custom settings

Expand All | Collapse All

## Build

Help for this Page

**Getting Started**

- Building Custom Objects, Tabs, and Related Lists

**Customize**

- Work Type Group Roles
- Course Credit Transfer Application
- Customize application tab names and field labels
- Customize your Home tab
- Customize your Activities
- Customize your Campaigns tab
- Customize your Leads tab
- Customize your Accounts tab
- Customize your Contacts tab
- Customize your Opportunities tab
- Customize your Cases tab
- Customize your Contracts tab
- Customize your Solutions tab
- Customize your Products tab
- Customize your User fields
- Customize your Reports tab
- Customize your User Interface
- Customize your feeds
- Customize Social Accounts and Contacts
- Customize Experiences

**Create**

- Manage your custom apps
- Manage Custom Labels and their translations for use in Visualforce pages and Apex code.
- Manage your Custom Sites
- Manage your custom objects
- Share apps and components with other users via AppExchange
- Manage your custom report types
- Manage your custom tabs
- Customize your Global Actions
- Customize your Workflow Rules
- Customize your Approval Processes
- Create Action Link Group Templates

**Develop**

- Manage your Apex classes
- Manage your Apex triggers
- Manage your queued Apex tests
- Manage your Apex Debugger
- Manage your Custom Settings
- Manage your email services
- Manage your Pages
- Manage your Platform Cache

### 3. Access Manage for Exalate Data.

Action	Label	Visibility	Settings Type	Namespace Prefix	Description	Record Size	Number of Records	Total Size
<a href="#">Edit</a>   <a href="#">Del</a>   <a href="#">Manage</a>	<a href="#">Avionte Bill Rates</a>	Public	Hierarchy			160	0	0
<a href="#">Manage</a>	<a href="#">Cloud Coach Branding</a>	Public	Hierarchy	project_cloud		118	0	0
<a href="#">Manage</a>	<a href="#">Complete Setting</a>	Public	List	DOZISF		1,660	1	1660
<a href="#">Manage</a>	<a href="#">Configuration Options</a>	Public	Hierarchy	project_cloud	The options here, enable experimental or beta options in the application. Please modify them with caution.	356	1	356
<a href="#">Manage</a>	<a href="#">Cross Project View</a>	Public	Hierarchy	project_cloud		150	0	0
<a href="#">Manage</a>	<a href="#">Deprecated (Project Status)</a>	Public	Hierarchy	project_cloud	This custom setting has been deprecated, the status' are now implemented using custom labels	420	0	0
<a href="#">Manage</a>	<a href="#">Einstein Discovery - Write Back</a>	Public	List	ed_insights		1,156	1	1156
<a href="#">Manage</a>	<a href="#">Exalate Data</a>	Protected	List	exalate2		1,140	1	1140
<a href="#">Manage</a>	<a href="#">Field Trip Logistics</a>	Public	Hierarchy	Field_Trip	These settings control how the Field Trip application processes your fields and data. It is not recommended you make changes without consulting a Qandor representative.	103	0	0
<a href="#">Manage</a>	<a href="#">Groove Settings</a>	Public	Hierarchy	DaScoopComposer	All Settings related to Groove Connect (managed package)	3,520	1	3520
<a href="#">Manage</a>	<a href="#">PSA Options</a>	Public	Hierarchy	ccpe_r		120	0	0
<a href="#">Manage</a>	<a href="#">Reseller Types</a>	Public	Hierarchy	ia_crm		355	0	0
<a href="#">Manage</a>	<a href="#">Rollup Helper Object Realtime Processing</a>	Public	List	rh2		415	0	0
<a href="#">Manage</a>	<a href="#">Rollup Helper Record Scope Settings</a>	Public	List	rh2	This setting will override the default record scope for the specified Source object.	402	1	402
<a href="#">Manage</a>	<a href="#">Rollup Helper Settings</a>	Public	Hierarchy	rh2	Parameters used for the Rollup Helper application.	979	1	979
<a href="#">Manage</a>	<a href="#">SDocsSettings</a>	Public	List	SDOC		2,263	0	0
<a href="#">Manage</a>	<a href="#">Time Options</a>	Public	Hierarchy	project_cloud		338	1	338
<a href="#">Manage</a>	<a href="#">User Experience</a>	Public	Hierarchy	project_cloud	Used to customize the user experience for Cloud Coach users	190	0	0

### 4. Edit the Base settings.

SETUP Custom Settings

Custom Setting

## Exalate Data

If the custom setting is a list, click **New** to add a new set of data. For example, if your application had a setting for country codes, each set might include the country's name and dialing code.

If the custom setting is a hierarchy, you can add data for the user, profile, or organization level. For example, you may want different values to display depending on whether a specific user is running the app, a specific profile, or just a general user.

View:

[New](#)

[Action](#) [New](#) [1](#)

[Edit](#) | [Del](#) | [Base settings](#)

A B C D E F G H I J K L M N O P Q R S T U V

5. Now that you have access to the custom settings of **Exalate**, get a backup of the fields: **Client id**, **Client secret**, **Exalate URL** and **Shared secret**.

The screenshot shows the 'Exalate Data Edit' interface. At the top, it says 'Provide values for the fields you created. This data is cached with the application.' Below this is a form titled 'Edit Exalate Data' with buttons for 'Save', 'Save & New', and 'Cancel'. The form contains the following fields:

Exalate Data Information	
Name	Base settings
Client id	5cd1edcb-65cc-4cac-af
Client secret	b8e3ed10-ac7e-45d5-8
ConnectedAppCreated	<input checked="" type="checkbox"/>
Exalate Url	https://salesforcenode-l
Migrated From V1	<input checked="" type="checkbox"/>
Shared secret	926759b3-e3df-2835-9f

Once you've backed up these fields and the refresh was finished, re-enter and save **Client ID**, **Client Secret**, **Exalate URL**, and **Shared Secret** in your Exalate Custom Settings within your Sandbox environment. After completing this step, Exalate will be up and running as expected.

## Support

Product

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### Still need help?

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If a refresh was performed and the Exalate Custom Settings backup could not be completed, please reach out to our support team at [support@exalate.com](mailto:support@exalate.com) for assistance.