

Install Exalate for Salesforce

Last Modified on 01/15/2026 8:07 pm EST

Introduction

In this article, we are going to show you how to:

- Install Exalate on Salesforce from the AppExchange
 - Generate a security token to log into the Exalate Admin console on Salesforce.
- [Install Exalate on Salesforce on Docker](#).

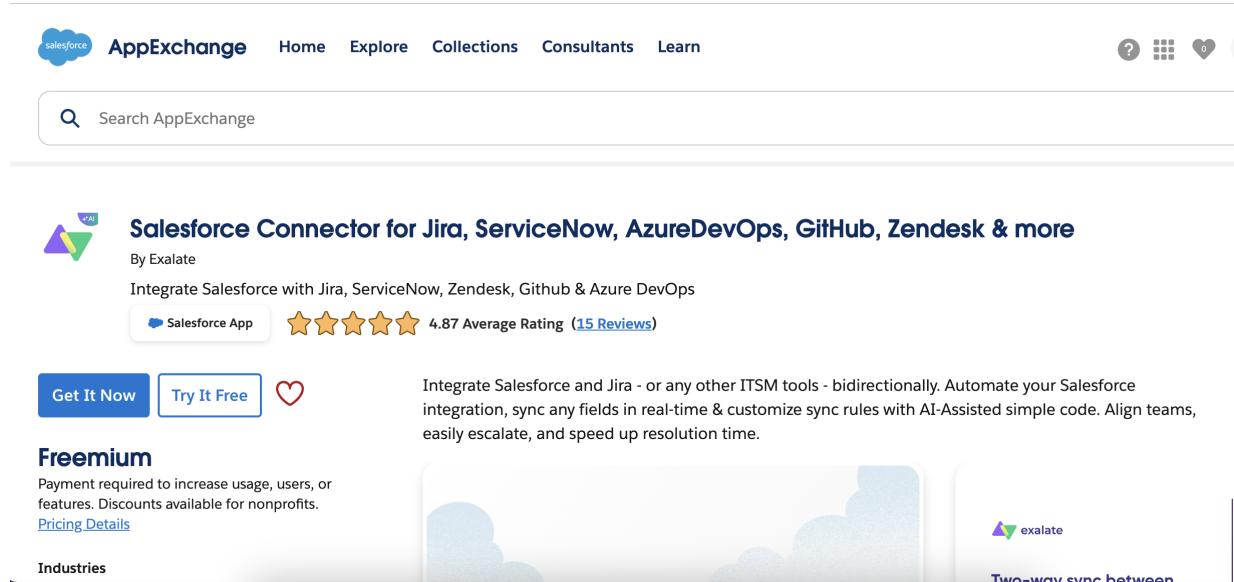
Install Exalate on Salesforce from the AppExchange

Note: When installing Exalate for Salesforce, the account used to initiate the installation will automatically be designated as the proxy user. If you plan to use an Integration User, ensure that the user is created and set up beforehand, then proceed with the installation using that account.

This article describes how to install Exalate to Salesforce from the AppExchange marketplace.

1. Access the AppExchange marketplace and search for the Exalate app

2. Click Get it Now to install it on Production



The screenshot shows the Salesforce AppExchange homepage. At the top, there is a navigation bar with the Salesforce logo, the text "AppExchange", and links for "Home", "Explore", "Collections", "Consultants", and "Learn". On the right side of the top bar are icons for help, a grid, and a heart. Below the navigation is a search bar with the placeholder "Search AppExchange".

The main content area displays a listing for the "Salesforce Connector for Jira, ServiceNow, AzureDevOps, GitHub, Zendesk & more" app. The listing includes the following details:

- Icon:** A green and blue geometric logo.
- Name:** Salesforce Connector for Jira, ServiceNow, AzureDevOps, GitHub, Zendesk & more
- Developer:** By Exalate
- Description:** Integrate Salesforce with Jira, ServiceNow, Zendesk, Github & Azure DevOps
- Type:** Salesforce App
- Rating:** 4.87 Average Rating (15 Reviews)
- Buttons:** "Get It Now" (blue), "Try It Free" (white), and a red heart icon.
- Text:** "Integrate Salesforce and Jira - or any other ITSM tools - bidirectionally. Automate your Salesforce integration, sync any fields in real-time & customize sync rules with AI-Assisted simple code. Align teams, easily escalate, and speed up resolution time."
- Freemium:** Payment required to increase usage, users, or features. Discounts available for nonprofits.
- Pricing Details:** A link to view pricing information.
- Industries:** A link to see the industries this app supports.
- Image:** A large image showing a mobile device and a laptop screen displaying the Exalate interface.
- Text:** "Two-way sync between [unclear]"

or Click **Try It Free** to install it on Sandbox



Start Your Trial

Step 1 Choose a trial type

Here's how you can try out this solution. [Learn about trial types.](#)



Try in your sandbox

- Test before deploying to production
- Explore with your data & configurations
- Manage installation & setup yourself



Website
<https://>

Email support
[Email support](#)

Phone
+32 3 3

Step 2 Share your contact info

Here's what we found in your Trailblazer account. To edit anything, go your account.

First Name

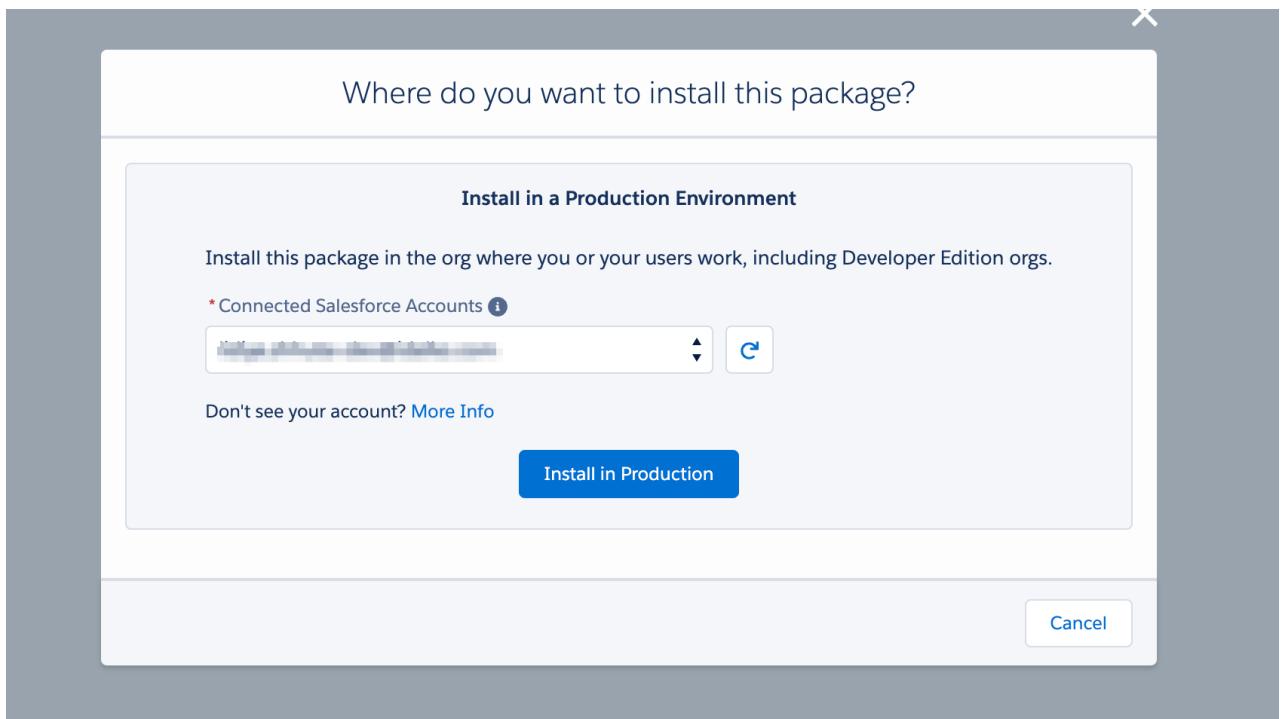
Last Name



Note: For alternative installation on the Sandbox instance, append /packaging/installPackage.apexp?p0=04tQs00000014hVIAQ to your sandbox URL.

For example: <https://mydomain--sandbox.salesforce.com/packaging/installPackage.apexp?p0=04tQs00000014hVIAQ>

3. Confirm installation details



- Fill out the required fields
- Check that you have read and agree to the terms and conditions
- Click **Confirm and Install**

APPEXCHANGE HOME ▾

Search AppExchange

All Apps

Exalate Connector for Salesforce, Jira, ServiceNow, AzureDevOps, GitHub, Zendesk

by Exalate

Confirm installation details Exalate Connector for Salesforce, Jira, ServiceNow, AzureDevOps, GitHub, Zendesk ?

Review the customization guide for installation and configuration steps.

package	Version
Exalate Bridge App v2	ver 0.5 / 0.5.0
Subscription	Organization
Free	Exalate BV
Duration	Number of Subscribers
Does Not Expire	site-wide
User Name	
jose@exalate.sandbox	

Tell us about yourself

* First Name	* Email
<input type="text"/>	<input type="text"/>
* last name	Phone
<input type="text"/>	<input type="text"/>
Job Title	* Country
<input type="text"/>	<input type="button" value="Choose..."/>
* Company	* State
<input type="text"/>	<input type="button" value="Choose..."/>

* I have read and agree to the [terms and conditions](#) .

Salesforce.com Inc. is not the provider of this application but has conducted a limited security review. Learn More about the [AppExchange Security Review](#) .

Allow the provider to contact me by email, phone, or SMS about other products or services I might like

4. Log in to your Salesforce account

You are automatically redirected to the Salesforce login screen once you confirm the installation



Username

Password

Remember me

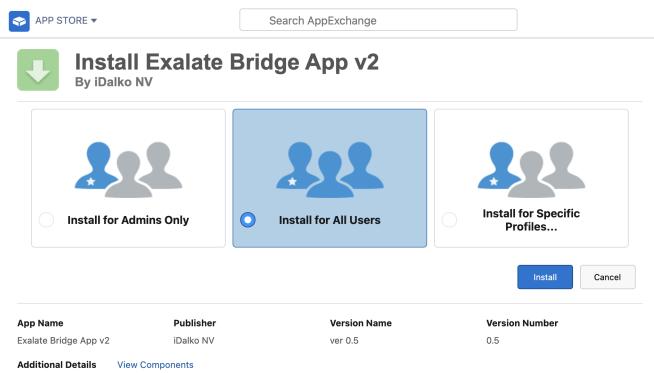
[Forgot Your Password?](#)

5. Select a group of users that has permission to use the Exalate app

If you install Exalate for **Admins Only**, only the administrators have permission to use Exalate. You can grant permissions to other users later. Check out [How to manage users' permissions in Exalate for Salesforce](#).

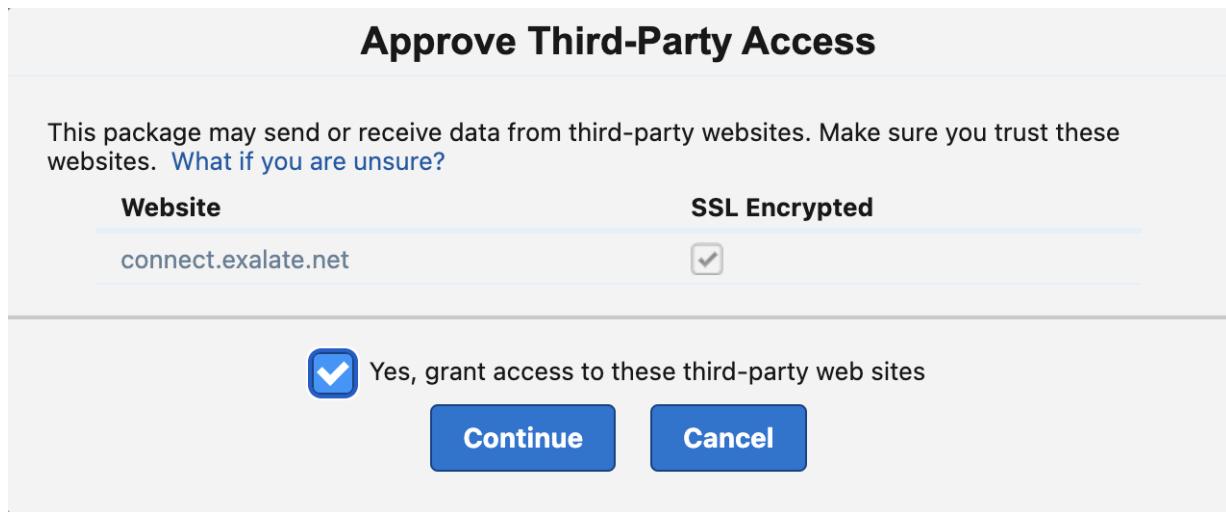
Installing Exalate for **All Users** grants permission to use the app to all registered users.

If you choose to install Exalate for **Specific Profiles**, you see the list of the available profiles and their permissions that should be set before you proceed.



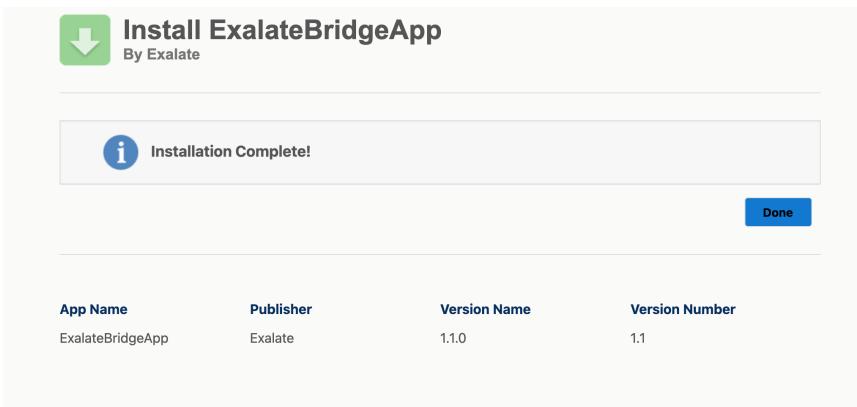
6. Click Install

7. Approve third-party access



- Check **Yes, grant access to these third-party websites**
- Click **Continue**

8. Installation complete. Click **Done** to go back to your Salesforce instance



9. Add new trusted URL

- Go to **Setup** and search for **Trusted URLs**
- Click **Add new trusted URL**

The screenshot shows the 'Trusted URLs' setup page. The 'Trusted URL Information' section is filled out as follows:

- API Name: qa
- URL: *.exalate.cloud
- Description: (empty)
- Active: checked

The 'Content Security Policy (CSP) Settings' section includes:

- CSP Context: All
- CSP Directives section with all checkboxes checked:
 - connect-src (scripts)
 - font-src (fonts)
 - frame-src (iframe content)
 - img-src (Images)
 - media-src (audio and video)
 - style-src (style sheets)

- Fill in **Trusted URL Information:**
 - API Name: free input string
 - URL: ***.exalate.cloud**
- Check all the boxes in **CSP Directives** section
- Click **Save**

10. Next, you need to set the Permissions. Go to **Setup> Permission sets**.

Action	Permission Set Label	License
Clone	Buyer	Allows access to the store. Lets users see products and categories... B2B Buyer Permission Set One Seat
Clone	Buyer Manager	Includes all Buyer capabilities, and allows access to manage cart... B2B Buyer Manager Permission Set One Seat
Clone	CRM User	Denotes that the user is a Sales Cloud or Service Cloud user. CRM User
Clone	Commerce Admin	Allow access to commerce admin features. Commerce Admin Permission Set License Seat
Clone	Contact Center Admin	Manage Service Cloud Voice contact centers that use Amazon C... Service Cloud Voice User
Clone	Contact Center Agent	Access agent features in Service Cloud Voice contact centers tha... Service Cloud Voice User
Clone	Contact Center Supervisor	Access supervisor features in Service Cloud Voice contact center... Service Cloud Voice User
Clone	Exalate Admin	Salesforce
Clone	Exalate User	

To assign a permission set to a user, go through these steps: **Exalate Admin > Manage Assignments > Add assignment > Select User with System Administrator Profile > Assign > Done.**

11. Create the New External Client App

The next step is to create the New External Client App. Go to **Setup > Apps > App Manager** and click on **New External Client App**.

App Name	Developer Name	Description	Last Modified	App Type	Visible
All Tabs	AllTabSet	Build CRM Analytics dashboards and apps	14.01.2025, 18:16	Classic	✓
Analytics Studio	Insights	Build CRM Analytics dashboards and apps	14.01.2025, 18:16	Classic	✓
App Launcher	AppLauncher	App Launcher tabs	14.01.2025, 18:16	Classic	✓
Approvals	Approvals	Manage approvals and approval flows	14.01.2025, 18:16	Lightning	✓
Bolt Solutions	LightningBolt	Discover and manage business solutions designed for yo...	14.01.2025, 18:20	Lightning	✓
Community	Community	Salesforce CRM Communities	14.01.2025, 18:16	Classic	✓
Custom	Custom	Custom	14.01.2025, 18:16	Classic	✓

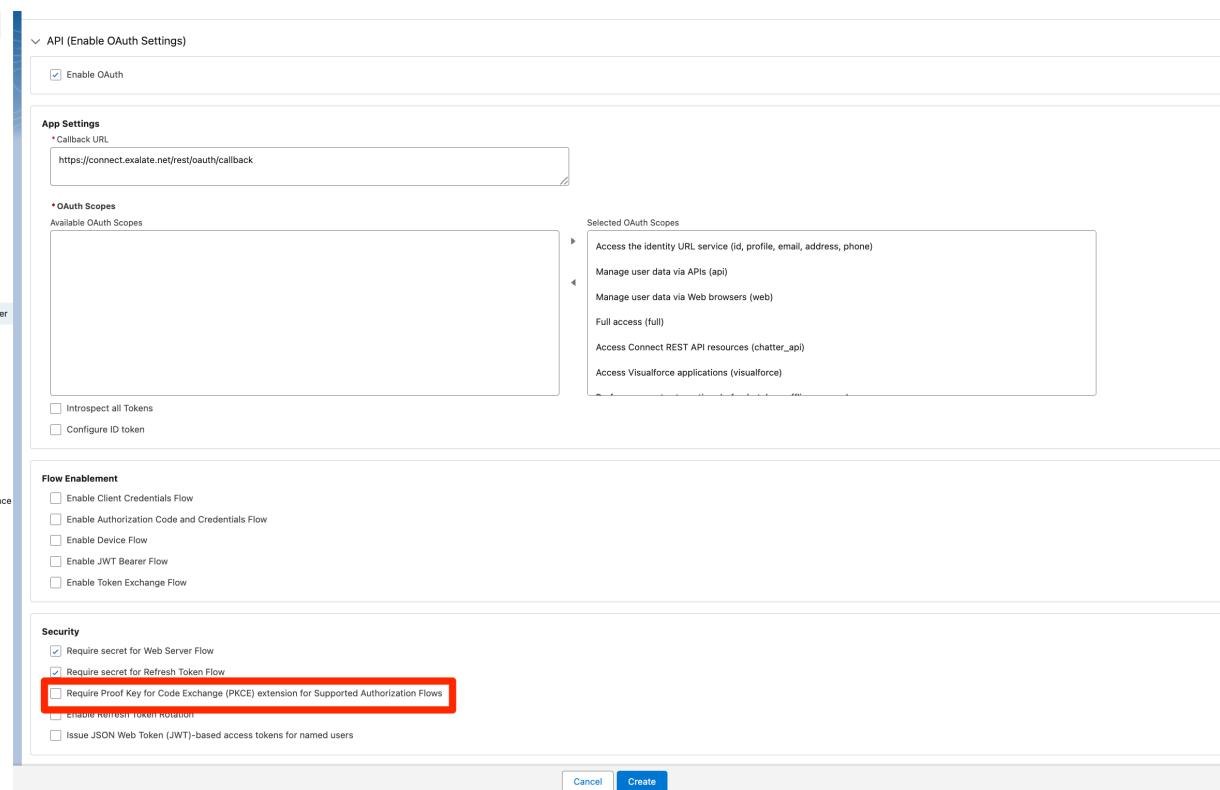
Fill in these fields:

- **External Client App Name**
- **API Name**
- **Contact Email**
- In **API (Enable OAuth Settings)**, check **Enable OAuth Settings**
- In the **Callback URL** field paste: <https://connect.exalate.net/rest/oauth/callback>
- Select and add all rows in **Selected OAuth Scopes**
- **Require Secret for Web Server Flow** should be selected
- **Require Secret for Refresh Token Flow** is optional

Important: Do not select **Require Proof Key for Code Exchange (PKCE)**!

In case this field is not editable, or this feature is required by your organization, please [contact support](#) for help with the additional steps required.

This issue is being addressed and will be resolved in an upcoming release.



API (Enable OAuth Settings)

Enable OAuth

App Settings

* Callback URL
https://connect.exalate.net/rest/oauth/callback

OAuth Scopes

Available OAuth Scopes

Selected OAuth Scopes

- Access the identity URL service (id, profile, email, address, phone)
- Manage user data via APIs (api) **Selected**
- Manage user data via Web browsers (web)
- Full access (full)
- Access Connect REST API resources (chatter_api)
- Access Visualforce applications (visualforce)

Introspect all Tokens

Configure ID token

Flow Enablement

- Enable Client Credentials Flow
- Enable Authorization Code and Credentials Flow
- Enable Device Flow
- Enable JWT Bearer Flow
- Enable Token Exchange Flow

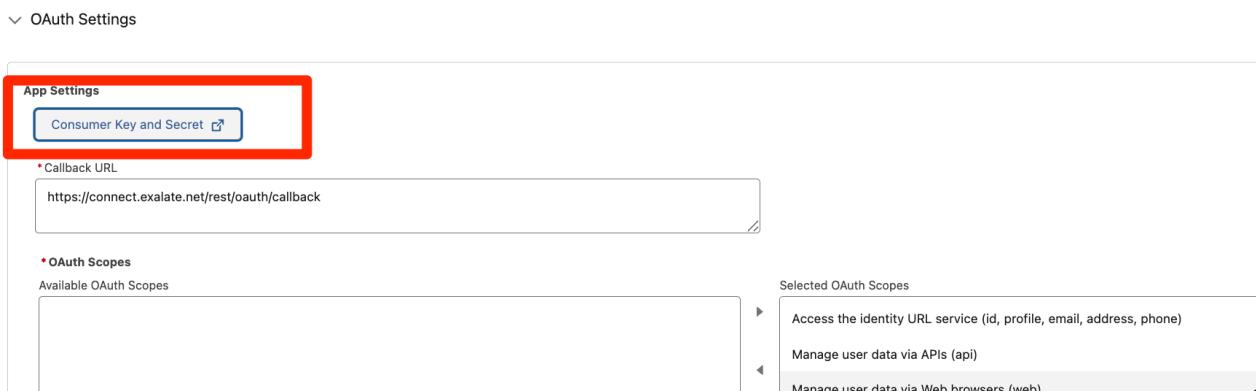
Security

- Require secret for Web Server Flow
- Require secret for Refresh Token Flow
- Require Proof Key for Code Exchange (PKCE) extension for Supported Authorization Flows** **Selected**
- Enable Refresh Token Rotation
- Issue JSON Web Token (JWT)-based access tokens for named users

Click **Create** when done.

Important: Wait 10-20 minutes after creating the External Client App Name for the changes to be fully applied.

Go to **Setup > Apps > External Client Apps > External Client App Manager > Your created App > Settings > OAuth settings** and collect the **Consumer Key** and **Consumer Secret** from the External Client App.



OAuth Settings

App Settings

Consumer Key and Secret

* Callback URL
https://connect.exalate.net/rest/oauth/callback

OAuth Scopes

Available OAuth Scopes

Selected OAuth Scopes

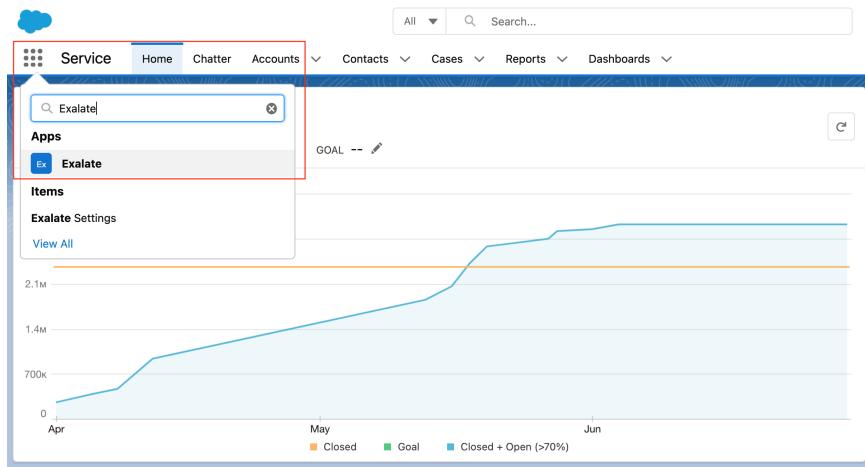
- Access the identity URL service (id, profile, email, address, phone)
- Manage user data via APIs (api) **Selected**
- Manage user data via Web browsers (web)

Consumer Details

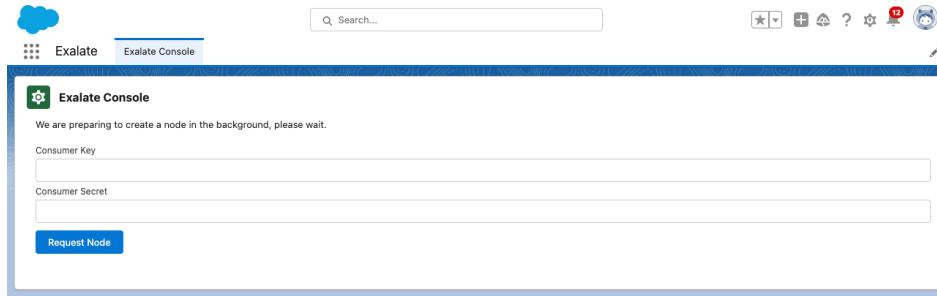
12. Request an Exalate node

Once the application is installed, you can request an Exalate node:

- Access the Exalate app from the search bar



- Copy the **Consumer Key** and **Secret** from the External Client App and paste here, then click on **Request Node**.



- Click **Allow** on the app permissions.

- Access Analytics REST API Charts Geodata resources
- Manage hub connections
- Manage Pardot services
- Access Lightning applications
- Access content resources
- Manage Data Cloud Ingestion API data
- Manage Data Cloud profile data
- Perform ANSI SQL queries on Data Cloud data
- Access chatbot services
- Perform segmentation on Data Cloud data
- Manage Data Cloud Identity Resolution
- Access Headless Forgot Password API
- Manage Data Cloud Calculated Insight data
- Access Headless Registration API
- Access the Salesforce API Platform
- Access Interaction API resources
- Access all Data Cloud API resources
- Perform requests at any time

Do you want to allow access for
teja.buthada@exalate.com? ([Not you?](#))

[Deny](#)

[Allow](#)

To revoke access at any time, go to your personal settings.

After you allow the permissions you are being redirected back to the Salesforce interface.

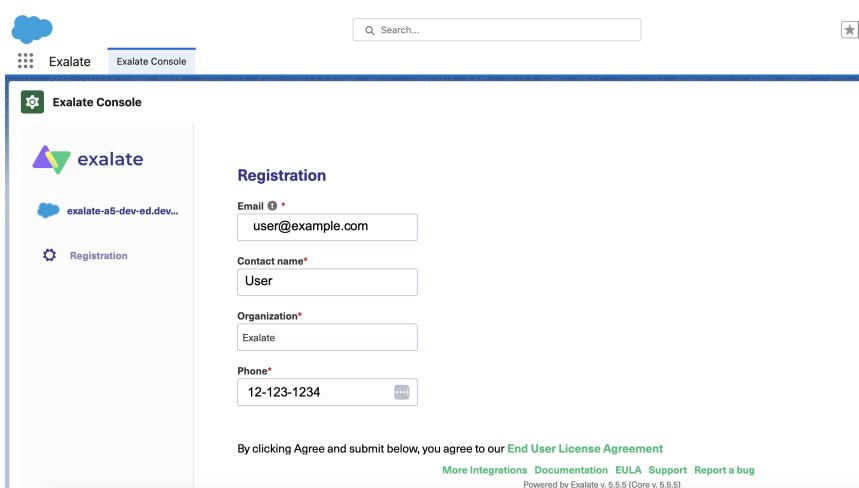
Note: Exalate console may render in a few minutes.

13. Configure Exalate for Salesforce

Once you have requested the node it is time to configure it. Follow the steps listed below:

1. Fill in your contact information in the registration form. Exalate sends you a verification email. With this info Exalate:

- Verifies your instance.
- Activates an evaluation license.
- Makes an admin account to receive error notifications.



The screenshot shows the Exalate Console registration page. The page has a header with the Exalate logo and a search bar. The main content area is titled 'Registration' and contains the following fields:

- Email: user@example.com
- Contact name: User
- Organization: Exalate
- Phone: 12-123-1234

At the bottom of the form, there is a note: 'By clicking Agree and submit below, you agree to our [End User License Agreement](#)'. Below that, there are links for 'More Integrations', 'Documentation', 'EULA', 'Support', and 'Report a bug'. The page is powered by Exalate v. 5.5.6 (Core v. 5.5.5).

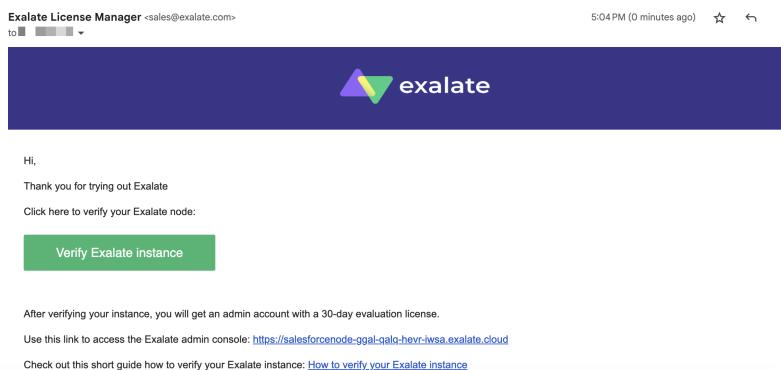
2. Click **Agree and submit**, to agree to the [EULA](#) and continue.

Note: After clicking **Agree and submit**, you accept our End User License Agreement (EULA). You can read it here: <https://static.exalate.com/legal/eula-addons.pdf>

Click **Resend email** if you have not received a confirmation email. Click **Change email** to modify the email address provided earlier.

Note: If you encounter an error during verification, check out [Solving issues with email verification](#).

3. Open your email and click **Verify Exalate instance**



4. Once you receive the email and verify the registration of the node, you are redirected to the Exalate **console admin > Connections** screen.

Congratulations! The registration process has been completed.

Install Exalate for Salesforce on Docker

You can host Exalate for Salesforce on your own server. To do so, you need to install Exalate on Docker.

Note: You need to install Docker. Check the [docker documentation](#) for more details.

1. How to install Exalate for Salesforce on Docker?

- 1.1. Create or download the docker-compose.yml
- 1.2. Ensure that a correct database is set up using a createdb.sh
- 1.3. Set environment variables if necessary

- 1.4. Register the node
- 1.5. Start the application
2. Troubleshooting

Note: Check out the [how to host Exalate for Salesforce on your own server](#) detailed guide.

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