

Initiate a Private Connection in Script Mode for Freshdesk

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Note: For Private Connections:

- an instance you have access to is considered a public side.
- an instance you don't have access to is considered a private side: destination instance.

The main difference between private and public connection types is whether the HTTP/HTTPS requests are initiated from one side or from both sides. In this case, HTTP/HTTPS requests are initiated from the destination's private side only.

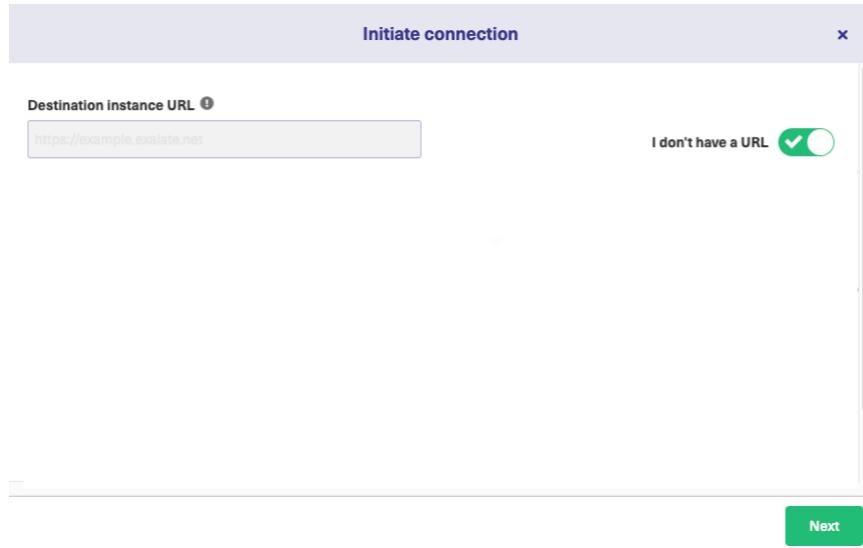
Initiate a Private Connection from Freshdesk

1. Navigate to the **Connections** tab in the Exalate console.
2. Click **Initiate Connection**.

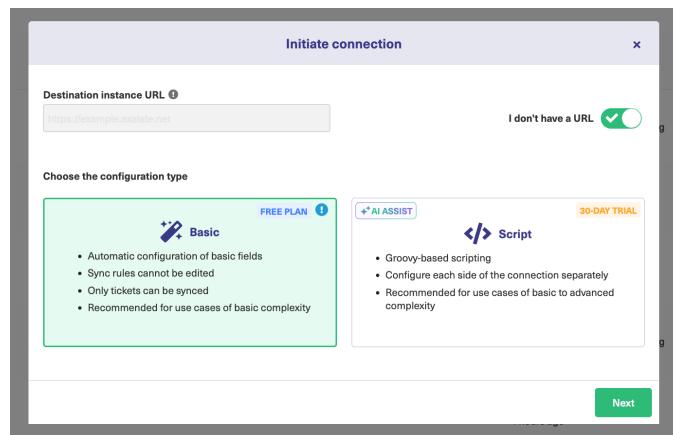


3. Click '**I don't have a URL**'

If the destination instance is in a private network toggle **I don't have a URL**.



4. Choose a **Script** connection mode and click **Next**.



5. Enter Connection information & Click **Next**

Field	Description
Local instance short name	A short name for your instance
Destination instance short name	A short name for the destination instance
Connection name	Name of the connection
Description	Description of the connection

Initiate connection x

Connection information

Local instance short name*

Remote instance short name* ?

Connection name*

Description

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9. Click **Next**.

Note: As this is a Public-Private connection and you don't have admin access to the other side, you can continue to configure on your end and then send an invitation to your partner.

10. Click **Copy Invitation Code**

Here you can copy the invitation code and send it over to your partner. The destination side is shown as "unknown" since this is a private side.

Initiate connection x

On the "company B" side, you (or their application administrator) need to [Accept the invitation](#).

Use the following invitation code:

Copy invitation code

Done

11. Click **Done**

Once your partner accepts the invitation, you can start synchronization.

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Note: When the connection is set up on the Public source side, the Private side administrator should accept the invitation in the Private-Public connection.

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