

# How to Uninstall Exalate from Salesforce

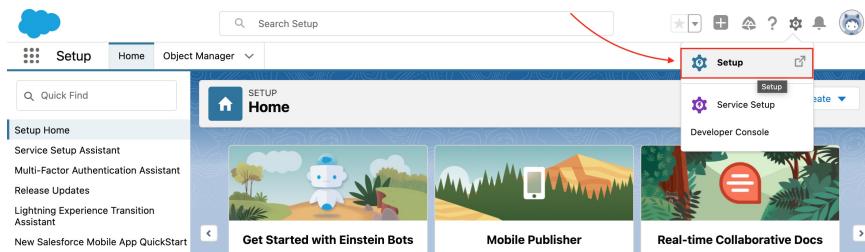
Last Modified on 01/15/2026 7:27 pm EST

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

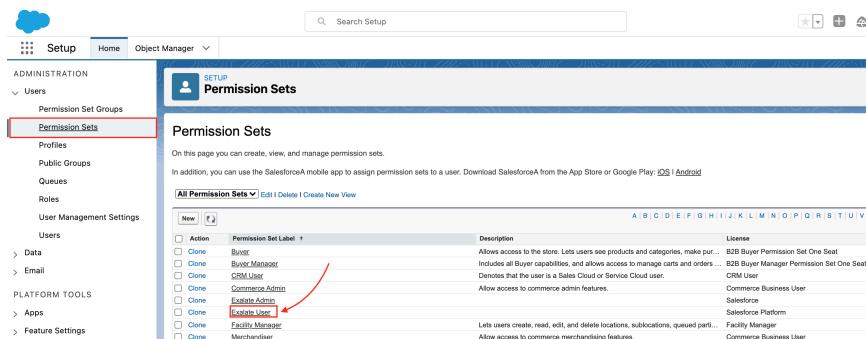
To uninstall Exalate:

## 1. Manage user's permissions:

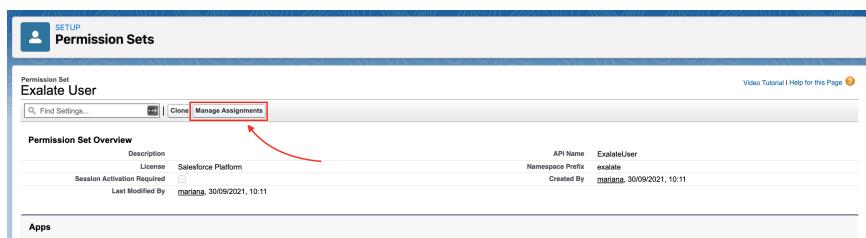
### 1. Access the Salesforce instance and click **Setup**.



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



### 3. Click **Manage Assignments**.



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

Assigned Users  
Exalate User  
« Back to: Permission Set

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

Add Assignments [Remove Assignments](#)

A | B | C | D | E | F | G | H | I |

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

Q: Quick Find

Setup Home  
Service Setup Assistant  
Multi-Factor Authentication Assistant  
Release Updates  
Lightning Experience Transition Assistant  
New Salesforce Mobile App QuickStart  
Lightning Usage Optimizer  
ADMINISTRATION  
Users  
Permission Set Groups  
Permission Sets  
Profiles

Permission Sets

On this page you can create, view, and manage permission sets.

In addition, you can use the Salesforce mobile app to assign permission sets to a user. Download Salesforce 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"/> <a href="#">Clone</a>	Buyer	Allows access to the store. Lets users see products and categories, make purchases, and view order history.	B2B Buyer Permission Set One Seat
<input type="checkbox"/> <a href="#">Clone</a>	Buyer Manager	Includes all Buyer capabilities, and allows access to manage carts and orders.	B2B Buyer Manager Permission Set One Seat
<input type="checkbox"/> <a href="#">Clone</a>	CRM User	Denotes that the user is a Sales Cloud or Service Cloud user.	CRM User
<input type="checkbox"/> <a href="#">Clone</a>	Commerce Admins	Allow access to commerce admin features.	Commerce Business User
<input type="checkbox"/> <a href="#">Edit</a>	<b>Exalate Admin</b>	Allows users to manage Exalate sync.	Salesforce
<input type="checkbox"/> <a href="#">Clone</a>	Exalate User	Lets users create, read, edit, and delete locations, sublocations, queued ports, and more.	Salesforce Platform
<input type="checkbox"/> <a href="#">Clone</a>	Facility Manager	Facility Manager	

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

6. Click **Manage Assignments**.

Permission Set  
Exalate Admin

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

Permission Set Overview

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

Apps

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

Assigned Users  
Exalate Admin  
« Back to: Permission Set

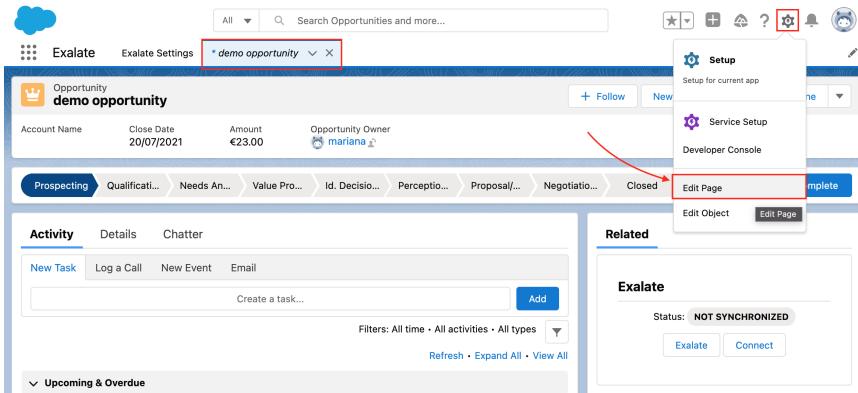
Action	Full Name	Alias	Username	Last Login	Role	Active
<input checked="" type="checkbox"/> <a href="#">Edit</a>	mohana	mkolo	mohana@idalko.com	04/10/2021, 07:40	SVP, Customer Service & Support	<input checked="" type="checkbox"/>

Add Assignments [Remove Assignments](#)

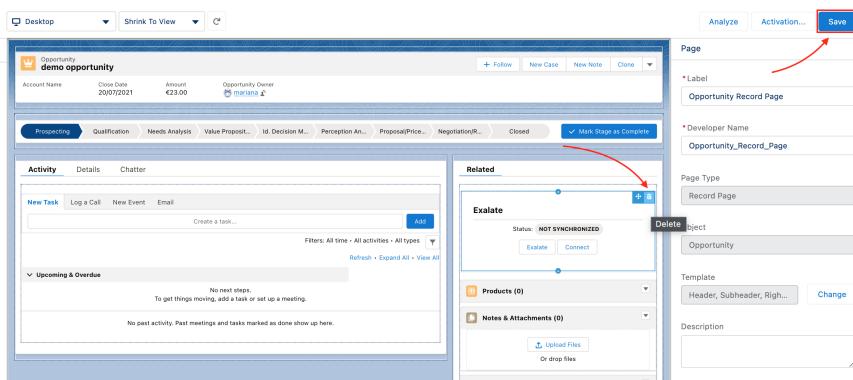
A | B | C | D | E | F | G | H | I |

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

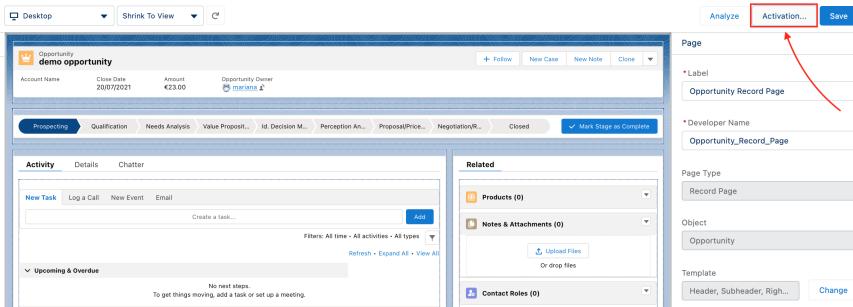
1. Open an object where you have previously added a sync panel.
2. Click **Setup -> Edit Page**.



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:

- 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
App Name	Description	FORM FACTOR
Exalate		Desktop and phone

Remove Assignments

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

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

Back

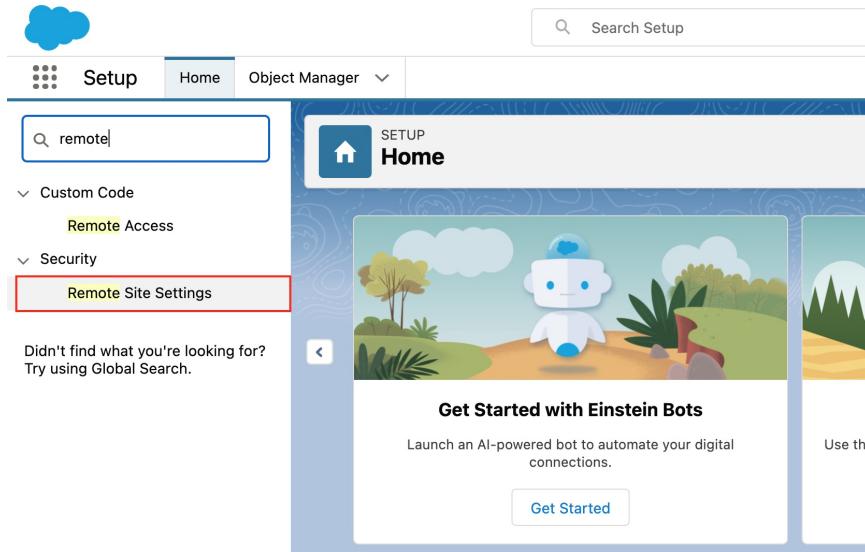
Save

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

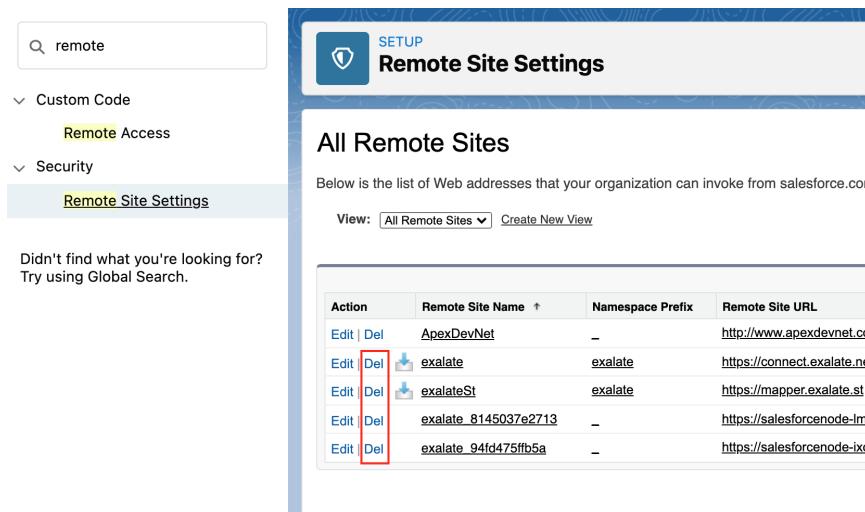
### 3. Remove Remote Site settings:

#### 1. Click **Setup**

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



### 3. Delete all the Exalate-related settings.



### 4. Remove the Connected App

#### 1. Click **Setup**.

#### 2. Go to **Apps -> App manager** and in the list of apps find **Exalate** with the app type **Connected**.

3. On the right side click the little arrow and choose **View**.

4. Click **Delete**.

5. Confirm the app removal by clicking **Delete**.

5. 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
<a href="#">Uninstall</a>	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

Save a copy of this package's data for 48 hours after uninstall  
 Do not save a copy of this package's data after uninstall

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

[Security](#)