

Salesforce Sandbox Refresh and Exalate Configuration

Last Modified on 01/15/2026 7:32 pm EST

When refreshing a Salesforce sandbox, it is crucial to ensure that the Exalate application remains operational. After a refresh, users have to provide the app credentials (Consumer Key and Consumer Secret); otherwise, Exalate will not operate. This security measure prevents production data leakage. There's no need to reinstall Exalate or create a new connected app post-refresh.

1. Refresh the Salesforce Sandbox

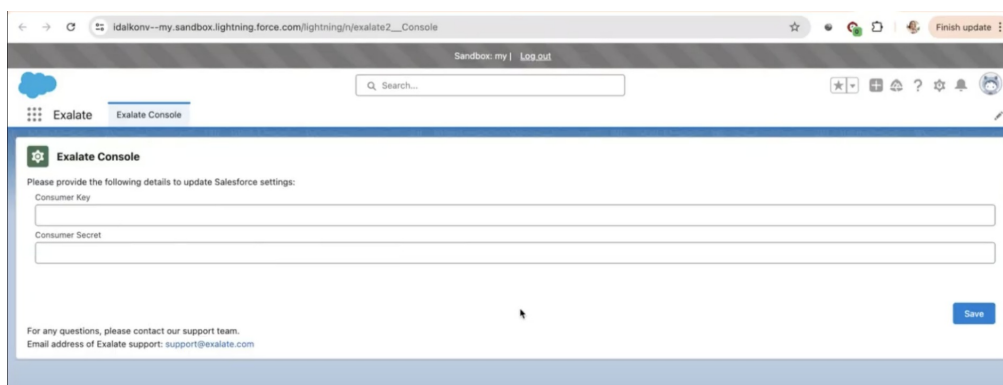
For detailed steps on refreshing your Salesforce sandbox, refer to [Salesforce's official guide](#).

2. Update Exalate Configuration

After the sandbox refresh is complete, update the Exalate configuration by providing the Consumer Key and Consumer Secret from the connected app.

Access the Exalate Console:

- Log in to your refreshed sandbox environment.
- Navigate to the Exalate Console. You will be prompted to provide two values: Consumer Key and Consumer Secret.



The screenshot shows a web browser window with the URL `idalkonv--my.sandbox.lightning.force.com/lightning/exalate2__Console`. The page title is "Exalate Console". Below the title, there is a message: "Please provide the following details to update Salesforce settings:". Below this message are two input fields: "Consumer Key" and "Consumer Secret". At the bottom right of the form is a "Save" button. At the bottom left, there is a footer message: "For any questions, please contact our support team. Email address of Exalate support: support@exalate.com".

Obtain Credentials from the Connected App:

- Retrieve the **Consumer Key** and **Consumer Secret** from the connected app in Salesforce.

Enter the Credentials in Exalate Console:

- Return to the Exalate Console in the sandbox.
- Paste the **Consumer Key** and **Consumer Secret** into the respective fields.
- Click the "Save" button.

[About Us](#)

[Release History](#)

[Glossary](#)

[API Reference](#)

For any questions or support, please contact the Exalate support team at support@exalate.com.

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)