

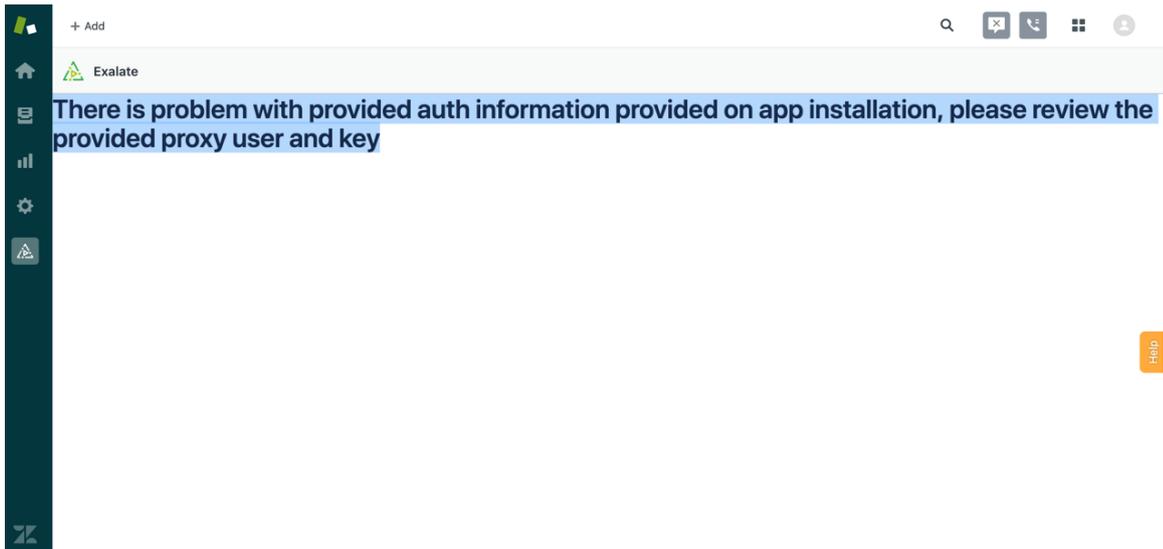
# Couldn't Install Exalate for Zendesk

Last Modified on 01/15/2026 2:47 pm EST

## Problem

### Error detail:

Problem with provided auth information provided on app installation, please review the provided proxy user and key



## Cause

The access token has been generated by another user. This causes an error.

## Solution

Generate the Access Token by the Exalate Proxy User.

Product

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