

Request Node Button has Grayed Out

Last Modified on 01/15/2026 2:52 pm EST

Problem

After installing the Exalate app, the "Request Node" button is grayed out.



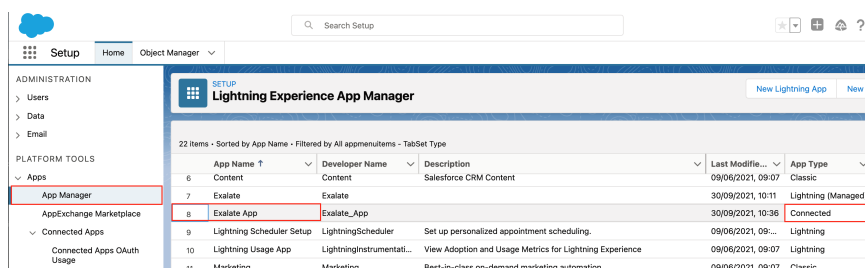
Cause

The issue may appear if the installation process did not go smoothly.

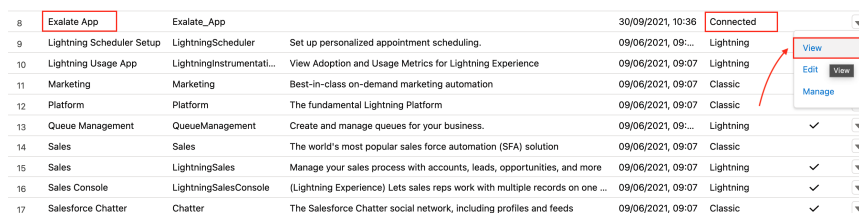
Solution

In this case, you will need to uninstall the Exalate Connected App and the Exalate Lightning app. To uninstall the Exalate Connected App:

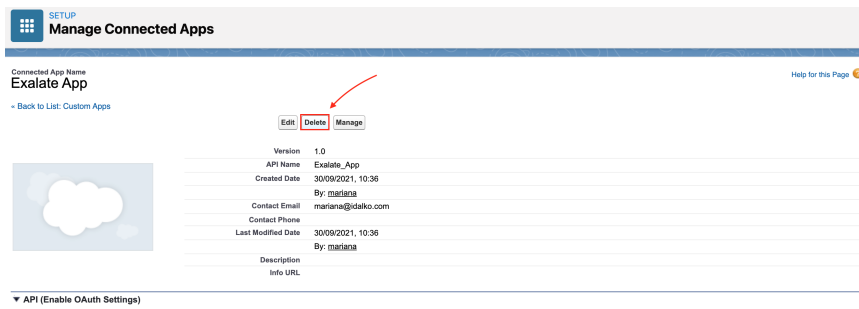
1. Click **Setup**
2. Go to **Apps -> App manager** and in the list of apps find **Exalate** with the app type **Connected**



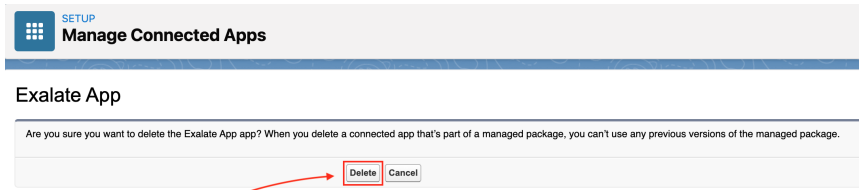
3. On the right side click the little arrow and choose **View**



4. Click **Delete**

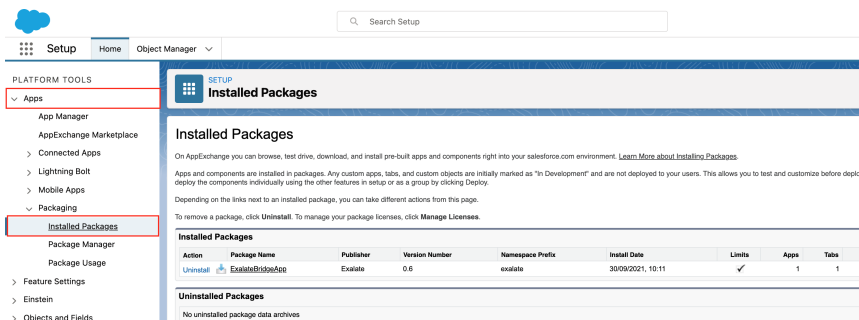


5. Confirm the app removal by clicking **Delete**



To uninstall the Exalate 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	Tab	Objects
Uninstall	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
- ☒

Yes, I want to uninstall this package and permanently delete all associated components

Product

Uninstall

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