



HYCU for ClickUp

R-Cloud Module Guide

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About the module

With the R-Cloud (formerly HYCU Protégé) module for ClickUp, you can back up the contents of your ClickUp account securely and efficiently.

Prerequisites

Before you add the module to R-Cloud as a source, a personal access token for your ClickUp account is required. For instructions on how to create the token, see [Creating the personal API token](#).

The user who created the personal access token must be granted access to all the items that you plan to protect. All ClickUp objects that are accessible by using the personal API token can be protected.

 **Note** ClickUp uses the delegated authentication and authorization flow. As a result, R-Cloud does not have to store or manage the ClickUp user names and passwords. Instead, R-Cloud passes the control to ClickUp by identifying itself by using a personal API token.

Limitations

General limitations

When adding or using the module, the following general limitations apply:

- The workspace recovery will perform a restore to the workspace that was also used for the backup because ClickUp does not provide the APIs for the creation of new workspaces.
- The ClickUp users cannot be restored. The users can be assigned to the ClickUp objects.
- User groups cannot be restored as the Assignees of an object.
- Protecting the Custom Fields and Custom Statuses is not supported due to the limitations of the ClickUp APIs.
- Restoring the ClickUp Goals has the following limitations:
 - The sharing permissions are not restored.

- The step notes for the number and currency Goal Targets are not restored.
- The history of a Goal is not restored.
- The Required Views are restored as normal Views.
- The View object types that can be restored are list, board, calendar, and gantt.
- The resolved statuses for the Comments cannot be restored.
- The count of the restored Comments per resource is limited by the subscription plan. The limitation options are one, three or five restored Comments.
- The List priority cannot be restored due to the API limitations.
- The list of the predefined colors that can be restored are red, green, yellow, and null (no color defined).
- Protecting the closed Tasks is not supported.
- The Task Attachments uploaded to the ClickUp server are protected. For all other attachment types (the comments Attachments and the Attachments referencing external storage systems), a Comment with the name and the original URL is added.
- The restored objects will have a new timestamp and will be created by the token user. The data cannot be restored on behalf of other users.

API call rate limitations

The ClickUp API call rate limitations are:

- *For the Free Forever, Unlimited, and Business plans:* 100 requests per minute per token
- *For the Business Plus plan:* 1000 requests per minute per token
- *For the Enterprise plan:* 10000 requests per minute per token

These limitations may report the HTTP 429 Too Many Requests error during the backup and restore procedures.

Known issue

When restoring large attachments, the 504 Gateway Time-out warning message might be displayed. The reason are internal ClickUp connection timeouts. Normally, the attachments for which the warning is reported, are successfully restored.

It is recommended to validate the content of the restored attachments. To increase the restore success rate, the critical attachments can be individually restored.

Creating the personal API token

To create the personal access token in ClickUp, complete these steps:

1. Log on to ClickUp.
2. Click your avatar in the lower-left corner and select **Apps**.
3. Under API Token, click **Generate**.

The token is displayed on your screen.

Protecting data

R-Cloud starts protecting the data stored in your ClickUp account after you add the module as a source to R-Cloud and assign a policy to the related SaaS application.

For details on how to add the module to R-Cloud, see *HYCU R-Cloud Help*.

Backup

For details on how to back up your ClickUp account, see *HYCU R-Cloud Help*.

Restore

R-Cloud allows you to restore your protected ClickUp data at the following levels:

- Workspace
- Space

- Folder
- List
- Task
- Subtask
- Attachment

For details on how to restore your ClickUp account, see *HYCU R-Cloud Help*.

Provide feedback

For any suggestions and comments regarding this product or its documentation, send us an e-mail to:

info@hycu.com

We will be glad to hear from you!

