



HYCU for Podio

R-Cloud Module Guide

Table of Contents

About the module.....	3
Prerequisites.....	3
Limitations	3
General limitations	3
API call rate limitations	4
Considerations.....	5
Generating the API key and the refresh token.....	6
Generating the API key	6
Generating the refresh token	6
Protecting data.....	7
Backup.....	7
Restore	8

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About the module


With the R-Cloud (formerly HYCU Protégé) module for Podio, you can back up your SaaS application data securely and efficiently.

Prerequisites

Before you add the module to R-Cloud as a source, generate the API key in your Podio account, and then acquire the related refresh token. For instructions, see [Generating the API key and the refresh token](#).

The API key enables data protection for the Podio objects.

The Podio user under which the API key is created must have access to all the items that you plan to protect.

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

Limitations

General limitations

When adding the module to R-Cloud and protecting the related SaaS application, the following limitations apply:

- The Podio organizations cannot be protected.
- The Employee Network workspaces cannot be protected.
- The inactive apps cannot be protected.
- The private tasks cannot be protected because they are not accessible by the module API access key.
- The members can be added to a workspace and restored only if the API account trust level is increased to 2. This must be communicated to and agreed with Podio support.

- The following cannot be restored:
 - The cross-workspace references of apps and items unless the original apps and items exist in the related workspace
 - The task label colors
 - Conversations, subscriptions, and contacts
 - The comment attachments (they are implicitly restored together with the related comment)
 - Item voting
 - Forms, flows, hooks, and widgets
- The Podio users cannot be restored. To restore any user-related references of an object (assigned to, owner, and similar), the user must exist in a workspace.
- Only the last 50 workspace statuses can be restored.
- Only the last three comments can be restored.
- The restored objects will have a new timestamp and will be created by the API key user. The data cannot be restored on behalf of other users.
- The module supports only Google Cloud targets.

API call rate limitations

The Podio API call rate limitations are the following:

- 1000 requests per hour per API key for the normal requests (the high limit).
- 250 requests per hour per API key for the resource intensive requests (the low limit).

Exceeding these limitations may cause the HTTP 420 errors during the backup and restore procedures.

Considerations

Before you add the module as a source, consider the following:

- To increase the backup throughput and to make the throughput sufficient for your environment, contact Podio support to increase the API rates to the degree of the planned protected resources. This should at least include items, tasks, and attachments.

Example

When planning to protect 10000 resource objects, the rate limit should be increased to approximately 10000 requests per hour. The low limit must be adjusted proportionately to the high limit.

- During the restore process, some apps are not immediately visible in the workspace app bar. It can take up to a day for the apps to appear in the bar. During this time, the apps are accessible by using the direct link from the create app log in the Podio Activity board. Until the apps become visible again, they will not be included in the consequential backups.
- Due to severe rate limitations enforced by the Podio APIs, the module should be used for granular recovery of specific [objects](#). For details, see [API rate limitations](#).
- The attachments that are uploaded to the Podio server are protected. For all other object types that are referencing the external storage systems, a text file with the original URL information is added.

Generating the API key and the refresh token

Generating the API key

To generate the API key:

1. Sign in to Podio.
2. Click on your avatar (**My account**) in the upper-right corner, and then select **Account settings**.
3. Under API Keys, specify the application name and the full domain. The full domain can be a non-existing domain, such as `myhycumodule.com`.

 **Note** Make a note of the redirect URL because you will need it when generating the refresh token.

4. Click **Generate API Key**. You should see the new API key created among the **Your API keys**.
5. Copy the **Client ID** and the **Client Secret**.
6. It is highly recommended to repeat the procedure and to generate the secondary API key data. The secondary API key increases the resource backup throughput.

Generating the refresh token

To generate the refresh token:

1. Sign in to Podio.
2. Open the following URL with your custom `client_id` and `redirect_url` parameters:

```
https://podio.com/oauth/authorize?client_id={{client_id}}&scope=global:read  
global:write&redirect_uri=https://{{redirect_url}}
```

3. A dialog box requesting you to grant the access permissions will open. Read the information and grant the permissions.
4. Copy the code from the redirect URL that opens after granting the permissions:

```
https://{{redirect_url}}/?code={{code}}&state=
```

5. Use the code from step 4 and execute the following curl request with your custom parameters:

```
curl --location "https://api.podio.com/oauth/token" --header "Content-Type: application/x-www-form-urlencoded" --data-urlencode "grant_type=authorization_code" --data-urlencode "client_id={{client_id}}" --data-urlencode "client_secret={{client_secret}}" --data-urlencode "code={{code}}" --data-urlencode "redirect_uri=https://{{redirect_url}}"
```

6. Use the refresh token received with the response to configure the module in R-Cloud.
7. It is highly recommended to repeat the procedure and to generate the secondary refresh token.

Protecting data

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

Provide the following information when adding the module as a source:

- Display name
- Protection set
- Organization label
- Client ID
- Client secret
- Refresh key
- Optional secondary authentication data:
 - Secondary client ID
 - Secondary client secret
 - Secondary refresh key

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 Podio account, see *HYCU R-Cloud Help*.

Restore

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

- Workspace
- App
- Item
- Task
- *For the attachments that are attached to a workspace, a workspace status, an item, or to a task: Attachment*

 **Note** The comments attachments are restored together with their parent resources.

- Application view

For details on how to restore your Podio 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!

