HYCU for Wrike

R–Cloud Module Guide

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Copyright notice

About the module

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

Prerequisites

- Before you add the module to R-Cloud as a source, a permanent access token for your Wrike account is required. For instructions on how to create the token, see Wrike documentation on generating a permanent token.

- The user who creates the permanent access token must be granted access to all the objects that you plan to protect. All the Wrike objects that are accessible by using the permanent access token can be protected.

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

- For the linked tasks, it is required that their source already exists or is selected during the restore.

- When restoring bookings, make sure the existing records are deleted. If there is an existing booking for a user, it will automatically sum up the hours planned for the user on the same day.

Limitations

General limitations

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

- The workspace recovery will perform a restore to the workspace that was also used for the backup. The reason is Wrike not providing the APIs for the creation of new workspaces.

- Wrike users cannot be restored. The users can be assigned to the Wrike objects.

- External attachments will be restored as files that contain the original attachment links.

- Attachments in comments will be restored as regular attachments.

- Due to the Wrike API limitations, the attachments larger than 500 MB cannot be restored.

- When using the Team subscription plan:
  - The restore of spaces is not possible by using the API.
  - The restore of the subtasks of a task is not possible by using the API.

- The objects can be restored only by the token user. After the restore, the objects will have a new timestamp.

- Tasks cannot be restored at the root space level. Tasks can only be restored if they are placed under folders or projects.

- Custom items are restored as regular items.

- The custom fields of a formula type cannot be restored.

- Approvals can be restored only for folders and project levels.

- Projects and folders are restored with the default table view. Other views can be created manually after the restore.

- Groups and subgroups are listed as they are at the same level. If the parent group does not exist, the subgroup will be restored successfully but a warning message will be displayed.

- Job roles are restored with their name, short name and colors. Other properties cannot be restored.

- When restoring bookings, make sure the existing records are deleted. If there is an existing booking for a user, it will automatically sum up the hours planned for the user on the same day.

API call rate limitation

The Wrike API call rate limitation is 100 requests per minute per IP.

Exceeding this limit may report the `HTTP 429 Too Many Requests` error during the backup and restore procedures.

Protecting data

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

When adding the module, provide the following information:

- Display name
- Protection set
- Token (permanent access token)

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

Restoring data

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

- Workspace
- Group
- Custom field
- Space
- Project and Folder
- Approval
- Booking
- Task
- Comment
- Attachment
- Dependency
- Timelog
- Workflow
- Job role
- User schedule exceptions
- Work schedule
- Work schedule exceptions

For details on how to restore your SaaS application data, 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!

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