

Coverage details



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Account metadata

Restore

Account metadata entities cannot be restored.

User definition

Backup

Product fields cannot be backed up.

Restore

User attributes:

Users are restored in two phases:

1. A user is created with only email and role at the user folder level.
2. A second request updates the user with additional attributes.

If the second step fails, the user will still exist, but attributes may be missing.

Product fields:

- Product fields cannot be retrieved and therefore cannot be restored.
- As a result, products assigned to users will not be restored.

Roles restore logic:**Restorable attributes:**

Only a fixed set of attributes supported by monday.com can be restored:

- email
- name
- title
- department
- location
- mobile_phone
- phone
- birthday
- join_date

Date-type attribute limitations:

The following fields cannot be cleared:

- birthday
- join_date

If these fields are empty in the backup but contain values in monday.com, they will not be overwritten.

Team photo

Restore

Team photos cannot be restored.

Board definition

Backup

- **Board automations** cannot be backed up.
- **Archived or deleted boards** cannot be backed up.

Note:

If you want to restore a board as a *new board*, you can:

1. Archive the original board in monday.com
2. Restore the board from Keepit
3. Unarchive the original board

This allows both versions to exist simultaneously.

Restore**General limitations**

Only the **name** and **description** of a board can be updated during restore.

Columns**Column type updates**

- When restoring, the system attempts to update the column type.
- However, the final behavior depends on the monday.com API.
- If changing the column type would cause data loss, a duplicate column is created instead.

Example:

- Column A exists in both backup and monday.com.
- Restore attempts to change its type from Text → Number.
- If a value like "123a" exists:
 - The original column remains unchanged.
 - A new column is created with the Number type.

Label colors

- Status column label colors may differ after restore if their configuration has changed.

Board connections

- Relations or labels linked to another board cannot be restored if the referenced data has changed or been deleted.

Example:

- Board A is connected to Board B.
- If an item or label in Board B is deleted:
 - The corresponding relation in Board A will not be restored.

Archived or deleted boards

- Boards in archive or trash are treated as missing.
- Restore will create a new board instead of updating the existing one.

Unsupported column types

- The direct_doc column type cannot be created via API and therefore cannot be restored.

Location

- When restoring a missing board, its recovered location depends on whether its parent folder and workspace still exist:
 1. If the parent folder is missing and not selected for restore, the board will be restored to the workspace's root folder.
 2. If the original workspace is missing and not selected for restore, the board will be restored to the Main workspace.

Group

Restore

Group updates

- Restoring a group only updates its name.
- Group color is not restored.

Group order

- The order of groups may not be preserved, especially when groups are newly created.

Item definition

Restore

- Items cannot be restored directly.
- Item restoration is handled indirectly through Columns Definition.

Columns definition

Backup

- Auto Number column: not included in the backup.
- Progress Tracking column: not included in the backup.
- Formula column:
 - Only the display value (result) is backed up.

- The actual formula is stored in the Board Definition backup.
- monday doc column:
 - Only metadata is backed up (not the full document content).

Restore

Unsupported columns

Column values **cannot be restored** for the following column types:

- Auto Number
- Button
- Color Picker
- Creation Log
- Formula
- Last Updated
- monday doc (*planned support in Phase 2*)
- Progress Tracking
- Time Tracking
- Vote

File column limitations

- Files uploaded directly to monday.com (**Assets**) can be restored.
- Files stored as external links (e.g., Google Drive, Box, Dropbox) **cannot be restored**.

Asset

Backup

Versions support: Only the current version of an asset is backed up.

Item subitems

All limitations from Item Definition, Columns Definition, and Asset also apply here.

Restore

Moved subitems:

If a subitem has been moved to a different parent item:

- It is treated as missing.
- A new subitem will be created under the original parent item during restore.

Product

Restore

- Missing products cannot be restored.

Content

Backup

The workspace structure covers only folders and boards.

Restore

Moved folders:

If a folder has been moved (e.g., to a different workspace or parent folder):

- It is treated as missing.
- A new folder will be created during restoration.

Members

Restore

Members whose permission levels differ from the backup (e.g., subscriber vs owner) will be:

1. Removed
2. Re-added with the permission level from the backup snapshot