



FileMaker Commercial Hosting FAQ

What is “FileMaker Commercial Hosting”?

“FileMaker Commercial Hosting” means services you provide that make FileMaker software available to your customers from one or more data centers via the Internet or a network on a rental, subscription, or services basis, whether or not you receive a fee.

Can I provide FileMaker Commercial Hosting?

Yes. FileMaker currently allows customers to provide FileMaker Commercial Hosting subject to the restrictions described in the applicable End User License Agreement (“EULA”) and this FAQ.

Which FileMaker volume license programs allow FileMaker Commercial Hosting?

FileMaker’s perpetual Volume License Agreement (VLA) and Annual Volume License Agreement (AVLA) allow FileMaker Commercial Hosting. FileMaker’s Site License Agreement (SLA) and Annual Site License Agreement (ASLA) prohibit FileMaker Commercial Hosting.

If I use FileMaker Server for commercial hosting, can I support multiple customers at a time using a single license of FileMaker Server?

FileMaker Server 14 (and prior versions)

Yes, however FileMaker strongly recommends that hosting companies do not support multiple customers at a time using a single license of FileMaker Server. The hosting company is responsible for using adequate hardware to ensure favorable performance and adequate security measures to ensure a secure customer experience. Please click [here](#) for additional information.

FileMaker Server 15 and 16

No, as the EULA states, “If you provide commercial hosting, you may only allow one customer to access each Software license. You must obtain at least one FileMaker Server Software license for each customer that you provide hosting services.”

For clarification, “Solution Bundle Hosting” does not fall under the FileMaker Commercial Hosting restriction. Solution Bundle Hosting is where a hosting provider has developed and manages a single solution, and is offering that same solution to multiple customers. The hosting provider must be both the solution administrator and the server administrator. Customers cannot access the Operating System (OS) or the FileMaker Admin Console and cannot modify the solution or install any plug-ins. The hosting company is responsible for adequate security measures and user credential management.

If I use FileMaker Server for commercial hosting and one customer leaves, can I support a new or different customer using that same license of FileMaker Server?

Yes, however please note that FileMaker Server 15 and 16 require a dedicated FileMaker Server license for each customer.

Can I license FileMaker Pro in my name for commercial hosting for my end customers?

No. FileMaker Pro needs to be licensed by end user customers who use the FileMaker Pro software. FileMaker Pro licenses prohibit the transfer of the licenses without FileMaker's consent. Therefore, hosting companies may not allow different customers to use the same FileMaker Pro software licenses or transfer FileMaker Pro licenses between different customers. As an exception, FileMaker allows SBA customers to support different customers over time using the same annual FileMaker Pro licenses. SBA customers are required to report their end customers to FileMaker, and SBA customers must track and monitor software compliance by their end users in compliance with the SBA agreement.

Can I provide FileMaker Commercial Hosting using Citrix, Remote Desktop Services or related technologies?

Yes. FileMaker allows hosting companies to use Citrix, Remote Desktop Services (formerly Terminal Services) or related technologies, provided that each named user using these technologies is a licensed end user of FileMaker Pro or FileMaker Pro Advanced. FileMaker licenses prohibit the transfer of the licenses without FileMaker's consent.

For example, if a company has 25 employees who need access to FileMaker Pro through Citrix, but the customer only has 10 FileMaker Pro licenses, this customer cannot allow all 25 employees to access FileMaker Pro at different times. The FileMaker Pro end user software license terms prohibit concurrent usage. In this case, the customer must order 25 FileMaker Pro licenses to allow 25 employees to access FileMaker Pro through Citrix.

As an exception, SBA customers are permitted to own the FileMaker Pro licenses directly and transfer the licenses as permitted under the SBA agreement.

Can I provide FileMaker Commercial Hosting for my customers to access FileMaker Server using FileMaker Go, FileMaker Pro (for User Connections) and FileMaker WebDirect clients?

Yes, hosting companies need to license FileMaker Server and purchase appropriate access for all users that will access the FileMaker Server either under the User Connections model or the Concurrent Connections model.

Are there additional requirements for providing FileMaker Commercial Hosting in the North Asia region (Japan & Korea)?

Yes. Customers who want to provide FileMaker Commercial Hosting in the North Asia region should contact their local FileMaker office for rules and requirements. FileMaker requires these customers to enter into a separate hosting agreement with reporting and other requirements.

How does FileMaker Commercial Hosting work with FileMaker Cloud?

Hosting companies must purchase a separate FileMaker Cloud instance for each customer in accordance with the FileMaker Cloud EULA, except when providing Solution Bundle Hosting as described above.