The FileMaker Platform
Product and Licensing Guide.
Innovation in the workplace.

Are your business processes and data out of control? Are you having a hard time finding the right solution that does exactly what your team needs for the right price? Problem solvers, like you, are turning to the FileMaker Platform — the world’s leader in workplace innovation — to help them get out of their work rut and solve their unique business challenges.

Make your own app.
With the FileMaker Platform, you can either build a custom app yourself, or choose a trusted partner to help you.

Get started quickly.
Use built-in Starter Apps, or drag and drop a spreadsheet to get started. Build custom reports, connect to existing systems, integrate with external apps, and more.

Affordable for your budget.
The FileMaker Platform fits most budgets and is a great value compared to expensive enterprise applications or complex programming projects.

Easy integration.
Connect to existing data and systems with live, 2-way connections to external SQL data. Integrate with other popular apps and web services through powerful REST APIs.

Share on any device.
Securely share information with any size team in real time on any device. The same app works on a mobile device, computer, the web, on-premise, and in the cloud.

Help when you need it.
Take advantage of an extensive ecosystem that includes a global professional partner network, in-depth learning resources, and an active online community.

A proven platform.
The FileMaker Platform has a proven track record of delivering high-quality software for more than 30 years.

Scalable to fit your needs.
Securely share data with your small, large, or growing team. FileMaker Server supports up to 500 simultaneous users on-premise. FileMaker Cloud for AWS supports up to 100 simultaneous users.
The FileMaker 18 Platform
Create, share, and access custom apps.

Create
Design and create your custom apps.

FileMaker Pro Advanced
Build apps on your Windows or Mac computer. If you’re the problem solver in your workplace, use FileMaker Pro Advanced to design and create custom apps to help you solve your unique business problems. These custom apps can be created for your computer, mobile device, or the web.

Share
Host your custom apps.

FileMaker Cloud
One platform. Unlimited innovation. Host custom apps in the cloud. All-new FileMaker Cloud is the complete Workplace Innovation Platform as a Service from Claris. You’ll have the power to build your apps, automate your workflows, and transform your business.

FileMaker Server
On-premise hosting option. Use FileMaker Server to securely share data with groups of FileMaker users via an on-premise server.

Access
Use your apps on any device.

FileMaker WebDirect
Use FileMaker WebDirect to run your custom apps in a web browser on a computer, tablet, and mobile phone.

FileMaker Go
Ideal for your mobile team, use FileMaker Go to run custom apps on iPad and iPhone.

FileMaker Pro Advanced
Use FileMaker Pro Advanced for each team member that uses a custom app on a Windows or Mac laptop or computer.

Learn more about FileMaker products at www.filemaker.com/products
See what’s possible with the FileMaker Platform.

You can use the FileMaker Workplace Innovation Platform to create custom apps to manage all types of data and projects.
Getting started with the FileMaker Platform.

The Workplace Innovation Platform is supported by a vibrant ecosystem of trusted partners, learning resources, ready-to-use apps, templates, and community resources to help you get started.

FileMaker Partners
www.filemaker.com/partners/

FileMaker Business Alliance partners provide industry best practices and technical expertise to plan, create, and deploy custom apps that meet your team’s needs.

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Custom App Academy
Learn how to use the FileMaker Platform with easy-to-follow video tutorials.

View tutorial videos
www.filemaker.com/learning/custom-app-academy/

FileMaker Community
Find answers, ask questions, and connect with our community of FileMaker users, developers, and partners.

Learn more at:
community.filemaker.com

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Templates
Start with prebuilt apps that you can use and customize right away to solve your unique business problems.

View templates
www.filemaker.com/templates/

Marketplace
Get ready-to-use apps, extensions, templates, and training materials.

View products
https://marketplace.filemaker.com
FileMaker User Licensing
Everything you need in one simple program.

FileMaker User Licensing is a simple, cost-effective way to purchase and deploy the FileMaker Platform. You and your team will have everything you need to be successful with FileMaker software.

- Each licensed customer will get full access to the entire FileMaker Platform:
  Cloud licensing includes FileMaker Pro Advanced, FileMaker Go, FileMaker WebDirect.

- Comes with 1 license certificate to easily manage installations of all products.

- Includes all software updates and upgrades released during your contract term, at no additional charge when under annual licensing.

What is a user?
A user is defined as a unique person who will need any type of access to the FileMaker Platform. A user can create or use apps to view, enter, or modify data with iPad, iPhone, Windows, Mac, or the web using the FileMaker Platform.

How it works
1. Determine how many people need to use the FileMaker Platform in your organization.
2. Purchase the number of user licenses needed.
3. Each user will have access to the entire FileMaker Platform to create and use custom apps.

Ways to purchase

Visit the FileMaker Store: store.filemaker.com
Contact FileMaker Licensing:
  North America: Call – 800-725-2747 or Email – filemakerstore_licensing@filemaker.com
  Outside North America: www.filemaker.com/company/intl/
Contact a FileMaker Business Alliance (FBA) reseller: www.filemaker.com/partners/find-a-partner/
Find a reseller: www.filemaker.com/purchase/store/purchase_options.html

FileMaker Licensing for Individuals

If you have less than 5 users, individual licenses of FileMaker Pro Advanced are available. To purchase, visit: store.filemaker.com/individuals, or contact your preferred reseller partner.
FileMaker key features by version

FileMaker 18 features

- New user interface for importing data
- FileMaker Server startup restoration
- File-based script steps
- Script Error Logging
- New managed security access and UI
- Plug-in security enhancements
- Default file access protection
- FileMaker Data API enhancements

FileMaker 17 features

- New Starter apps
- Add-on Tables
- FileMaker Data API
- New FileMaker Server Admin Console
- Master-detail layouts
- My Apps window
- Multiple email attachment support
- Copy and paste custom menus
- Scripting enhancements
- Redesigned Layout mode

FileMaker 16 features

- Layout Objects window
- Cards
- Enhanced signature capture
- New desktop interface on Windows OS
- Copy and paste value lists
- Enhanced cURL options
- JSON functions
- External script steps
- Field-level text encryption

FileMaker 15 features

- In-product updates
- Undo scripting & highlighted script errors
- ESS Adapter
- Web-based Help
- Concealed edit box
- Portal in-line progress bar

Platform availability

FileMaker, Inc. offers updates, 1-to-1 support, and self-support tools for the FileMaker Platform. Below are the FileMaker versions that are currently supported and available. Availability refers to direct sales, technical support, replacement media, downgrade media, and downgrade license keys.

<table>
<thead>
<tr>
<th>Product</th>
<th>Product updates</th>
<th>1-to-1 Support*</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>FileMaker 18 Platform</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>FileMaker 17 Platform</td>
<td>No</td>
<td>Yes</td>
<td>Yes, available for downgrade only</td>
</tr>
<tr>
<td>FileMaker 16 Platform</td>
<td>No</td>
<td>Yes</td>
<td>Yes, available for downgrade only</td>
</tr>
<tr>
<td>FileMaker 15 Platform</td>
<td>No</td>
<td>No</td>
<td>End of life date: September 20, 2019</td>
</tr>
</tbody>
</table>

*1-to-1 support includes assistance in the following areas: pre-purchase and orders, installation, configuration, and migration. For more complex issues, priority support is available for purchase.
Technical specifications

FileMaker Pro 18 Advanced

System requirements
Windows
• Windows 10 Pro Edition
• Windows 10 Enterprise Edition
• Windows 8.1 Standard
• Windows 8.1 Pro
• Windows 7 SP1 Professional
• Windows 7 SP1 Ultimate

Mac
• macOS Mojave 10.14
• macOS High Sierra 10.13

Hardware requirements
Windows
• CPU: 1 GHz or faster x86- or x64-bit processor
• RAM: 1 GB (2 GB or more recommended)

Mac
• RAM: 2 GB (4 GB or more recommended)

Remote Desktop Services and Citrix XenApp
Windows Remote Desktop Services and Citrix XenApp 7.16:
• Windows Server 2016 (with Desktop Experience)
• Windows Server 2012 R2

Remote Desktop Services clients supported on:
• Windows: Remote Desktop Services Client
• macOS: Microsoft Remote Desktop 10.2

Citrix ICA client minimum requirements:
• Windows: Receiver for Windows 4.12
• macOS: Receiver for Mac 12.9.1

FileMaker Server 18

System requirements
Windows
• Windows Server 2016 Datacenter Edition and Standard Edition (with Desktop Experience)
• Windows Server 2012 R2 Standard Edition with Update

Mac
• macOS Mojave 10.14
• macOS High Sierra 10.13

Hardware requirements
A dedicated computer is recommended.
Minimum requirements
• CPU: Dual Core
• RAM: 8 GB
• Hard Drive: 100 GB or more, depending on file size, requires minimum of 50 GB of free space.

Operating system drive requirements
FileMaker Server uses the operating system drive to provide temporary storage for progressive downloading, uploading and downloading apps, log files, and cache storage used by components.

To maintain an optimal operating environment, FileMaker Server requires 100 GB or more of available storage on the operating system drive even if apps are hosted or backed up to another drive.

FileMaker WebDirect

Supported web browsers
Desktop browsers
• Safari 12.x minimum
• Chrome 72 minimum
• Internet Explorer 11.x
• Microsoft Edge 44

Mobile browsers
• Mobile Safari on iOS 12.x minimum
• Chrome 72 minimum on Android 7.x minimum

Mobile hardware requirements*

<table>
<thead>
<tr>
<th>Platform</th>
<th>iPad</th>
<th>iPhone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12.9&quot;</td>
<td>XS, XS Max, XR</td>
</tr>
<tr>
<td></td>
<td>11&quot;</td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>10.5&quot;</td>
<td>8, 8 Plus</td>
</tr>
<tr>
<td></td>
<td>9.7&quot;</td>
<td>7, 7 Plus</td>
</tr>
</tbody>
</table>

| Android | Memory: 3 GB RAM minimum |
|         | CPU: 2.1GHz quad-core processor minimum |
|         | Screen-size: 5 inches minimum |

* FileMaker WebDirect may work on other devices not listed in the table above, but these devices have not been tested and are not supported.

FileMaker Go 18

System requirements
FileMaker Go 18 is a single, universal app that is designed for both iPad and iPhone and is available on the App Store.
FileMaker Go 18 is compatible with iOS devices running iOS 12.2 minimum.
About Claris International Inc.

We’re on a mission to empower problem solvers.

Our work is for the problem solvers, the question askers, the solution seekers. Those who imagine, design and create.

At Claris, it’s not about what we make—it’s about what our customers can achieve. We put the power of best-in-class tools, a global engineering team and partner community at your fingertips, so that you can unlock your own ideas, your own creativity, your own power to solve problems like never before.

And not coincidentally, we are makers of the world’s leading Workplace Innovation Platform. Under this umbrella we include our industry-leading Claris FileMaker products and Claris Connect, a new, uniquely powerful workflow integration service.

We are advancing creative potential.
We enable people to do and create extraordinary things, and celebrate their journey along the way.

We are passionate.
We believe in what we are doing, where we are going and who we are helping.

We are future-focused.
We set and exceed our own high standards; we’re never content with the status quo.

We are agile.
We act quickly and evolve constantly to bring new ideas to life.

We are all in.
We are driven to deliver for our company, our customers, and each other — their success is our success.
The FileMaker 18 Platform
The right tool to solve your business challenges.

FileMaker Platform purchasing options
Visit the FileMaker Store: store.filemaker.com
Contact FileMaker Licensing: www.filemaker.com/company/intl/
Contact a FBA reseller: www.filemaker.com/partners/find-a-partner/
Find a reseller: www.filemaker.com/purchase/store/purchase_options

Contact information
Customer Support
North America: 1-800-325-2747
Outside North America: 1-408-727-8227
Monday - Friday: 7:00 a.m. - 5:00 p.m. Pacific Time

www.filemaker.com
www.filemaker.com/company/intl/
www.filemaker.com/company/contact/