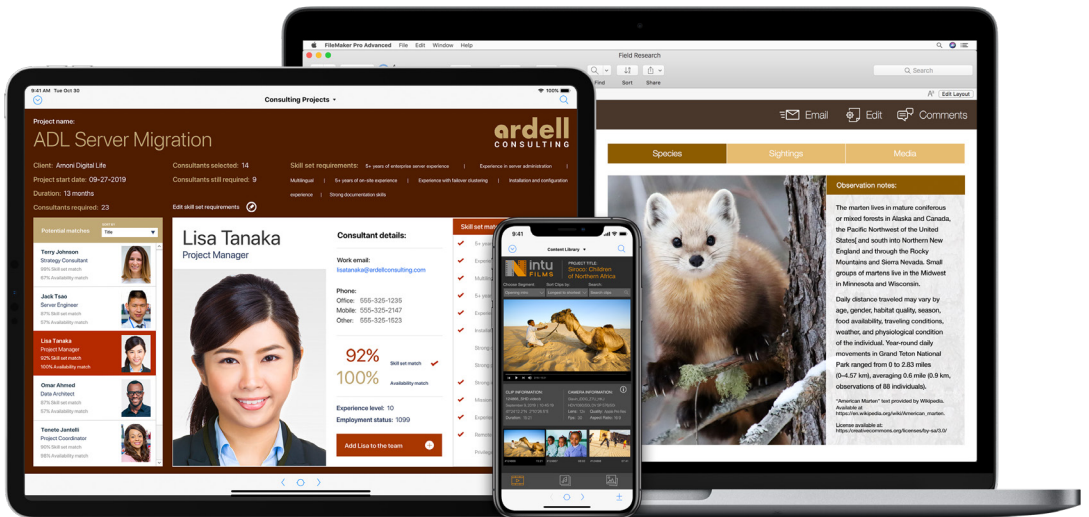




# The FileMaker Platform product and licensing guide



# The FileMaker Platform

The right tool to solve your business challenges.

## 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.

FileMaker, Inc. is an Apple subsidiary and 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

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.



## Share

Choose how to host your custom apps.



### FileMaker Cloud for AWS

Easily share information with your team in the cloud. FileMaker Cloud for AWS provides reliable access to your custom apps without the administrative hassle.



### FileMaker Server

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

Use FileMaker Go to run your 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.

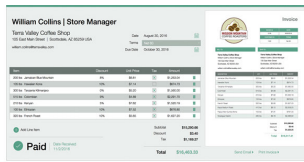
Learn more about FileMaker products at [www.filemaker.com/products](http://www.filemaker.com/products)

# 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.



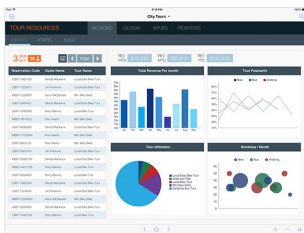
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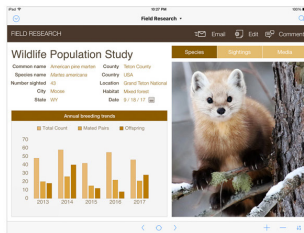
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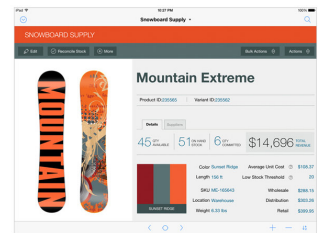
Project Management



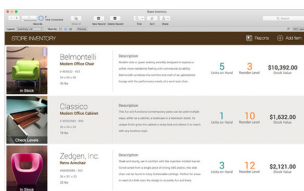
Tour Dashboard



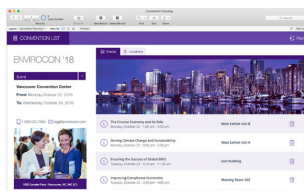
Field Research



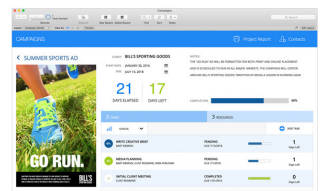
Supply Management



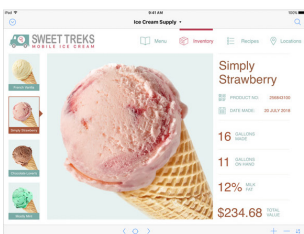
Inventory Tracking



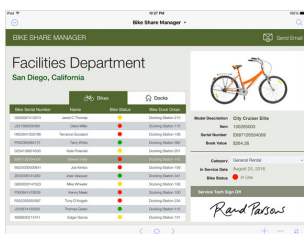
Event Planning



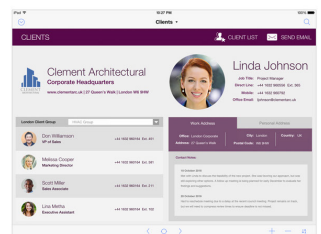
Campaign Management



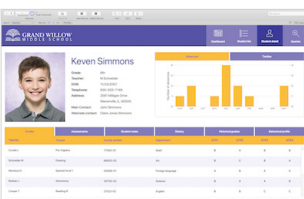
Retail Supply



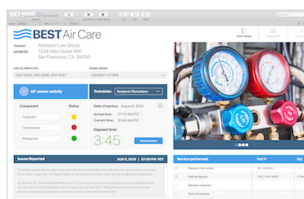
Asset Manager



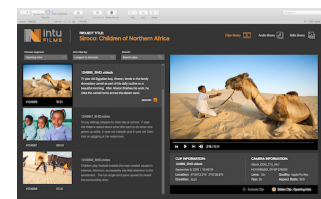
Human Resources



Student records



Work orders



Records library

# Getting started with the FileMaker Platform.

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

## FileMaker Partners

[www.filemaker.com/partners/](http://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.

## 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/](http://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](http://community.filemaker.com)

## Templates

Start with free, prebuilt apps that you can use and customize right away to help solve your changing and unique business problems. Each template includes helpful tutorials on adding build-on features like invoicing, charting, and reporting to help tailor an app best suited for your exact workplace needs.



Job Tracking



Event Management



Memberships

Learn more about FileMaker templates — [www.filemaker.com/templates/](http://www.filemaker.com/templates/)



# 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:** FileMaker Pro Advanced, FileMaker Go, and FileMaker WebDirect. Includes 3 licenses of FileMaker Server. You can convert 1 annual FileMaker Server license to FileMaker Cloud for AWS via Bring Your Own License (BYOL).
- **Starts at just US\$15 per month, per user** with tier discounts at 10, 25, 50 users, and beyond.
  - Requires minimum initial quantity of 5.
  - More users can be added as needed in increments of 1.
  - Billed annually for the number of users you need.
- **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](https://store.filemaker.com)

Contact FileMaker Licensing:

North America: Call – 800-725-2747 or Email – [filemakerstore\\_licensing@filemaker.com](mailto:filemakerstore_licensing@filemaker.com)

Outside North America: [www.filemaker.com/company/intl/](https://www.filemaker.com/company/intl/)

Contact a FileMaker Business Alliance (FBA) reseller: [www.filemaker.com/partners/find-a-partner/](https://www.filemaker.com/partners/find-a-partner/)

Find a reseller: [www.filemaker.com/purchase/store/purchase\\_options.html](https://www.filemaker.com/purchase/store/purchase_options.html)



# FileMaker User Licensing pricing

## License term options

### Annual

**Annual** — Annual licensing is our most popular option which allows you to pay for and use the licensed software on a year-by-year basis. All product upgrades and updates are automatically included.

Qty	Pricing Tier	Per user / month with 1 year subscription	1 year / per user	2-year option (Save 10% on 2nd year)	3-year option (Save 20% on 3rd year and 10% on 2nd year)
5 - 9	tier 1	US\$15	US\$180	US\$342	US\$486
10 - 24	tier 2	US\$14	US\$168	US\$319	US\$454
25 - 49	tier 3	US\$12	US\$144	US\$274	US\$389
50 - 99	tier 4	US\$11	US\$132	US\$251	US\$356

### Perpetual

**Perpetual** — With a perpetual license, you pay for the right to use the current version of the software as long as you wish without any expiration date. Cost is 3x the amount of an annual license.

Qty	Pricing Tier	1 year / per user	2-year option - with 2-year maintenance - (Save 10% on 2nd year)	3-year option - with 3-year maintenance - (Save 20% on 3rd year and 10% on 2nd year)
5 - 9	tier 1	US\$540	US\$637	US\$724
10 - 24	tier 2	US\$504	US\$595	US\$675
25 - 49	tier 3	US\$432	US\$510	US\$579
50 - 99	tier 4	US\$396	US\$467	US\$531

### Perpetual Maintenance

If you choose a perpetual license, a FileMaker Maintenance contract is the only way for you to keep your FileMaker software up-to-date. Pay just 20% of the current list price on an annual basis and protect your initial investment with access to the latest version of the FileMaker Platform.

**Compatibility** — Keep current with the latest performance, security, and OS improvements.

**Cost effective** — Save with multi-year discounted rates.

**Support** — Get uninterrupted service with installation, upgrade, and connectivity assistance.

Please contact FileMaker Licensing or your preferred reseller partner if purchasing 100 or more licenses.

# Other FileMaker licensing options



## FileMaker Concurrent Connections Licensing

FileMaker Concurrent Connections Licensing is an alternative option for customers with anonymous or occasional users. These are shared connections within your company.

FileMaker Concurrent Connections Licensing includes the entire FileMaker Platform with access to 1 FileMaker Server. This option is only available by contacting FileMaker Licensing or your preferred reseller partner.

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## FileMaker Site Licensing

If you need to license the FileMaker Platform for your entire organization, FileMaker, Inc. offers a site licensing program. Under a FileMaker Site License, all employees and contractors at your organization will be allowed to use the FileMaker Platform. Additional requirements apply.

In addition, under this program you can install as many servers as your total headcount.

Only available directly through FileMaker Licensing or your preferred reseller partner.

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## 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](https://store.filemaker.com/individuals), or contact your preferred reseller partner.

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## Education and nonprofit discounts

FileMaker offers qualified education and nonprofit institutions, organizations, and end users the opportunity to purchase nonprofit/education versions of FileMaker products for administrative, educational instruction, or nonprofit organizational purposes.

Who is eligible? K-12, higher education, and nonprofit organizations are eligible for a 40% discount..

To determine if your institution is eligible, please visit: <https://store.filemaker.com/eaccept/terms>



# FileMaker key features by version

## FileMaker 18 features

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- 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

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- 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

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- 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

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- 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.

Product	Product updates	1-to-1 Support*	Available
FileMaker 18 Platform	Yes	Yes	Yes
FileMaker 17 Platform	No	Yes	Yes, available for downgrade only
FileMaker 16 Platform	No	Yes	Yes, available for downgrade only
FileMaker 15 Platform	No	No	End of life date: September 20, 2019

\*1-to-1 support includes assistance in the following areas: prepurchase 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\*

#### Platform

- |               |                                                                                                                                                  |                |                                                                                                                                                                      |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>iPad</b>   | <ul style="list-style-type: none"><li>• iPad Pro (12.9", 11", and 10.5")</li><li>• iPad 9.7"</li><li>• iPad mini 4</li></ul>                     | <b>Android</b> | <ul style="list-style-type: none"><li>• Memory: 3 GB RAM minimum</li><li>• CPU: 2.1GHz quad-core processor minimum</li><li>• Screen-size: 5 inches minimum</li></ul> |
| <b>iPhone</b> | <ul style="list-style-type: none"><li>• iPhone XS, XS Max, XR</li><li>• iPhone X</li><li>• iPhone 8, 8 Plus</li><li>• iPhone 7, 7 Plus</li></ul> |                |                                                                                                                                                                      |

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

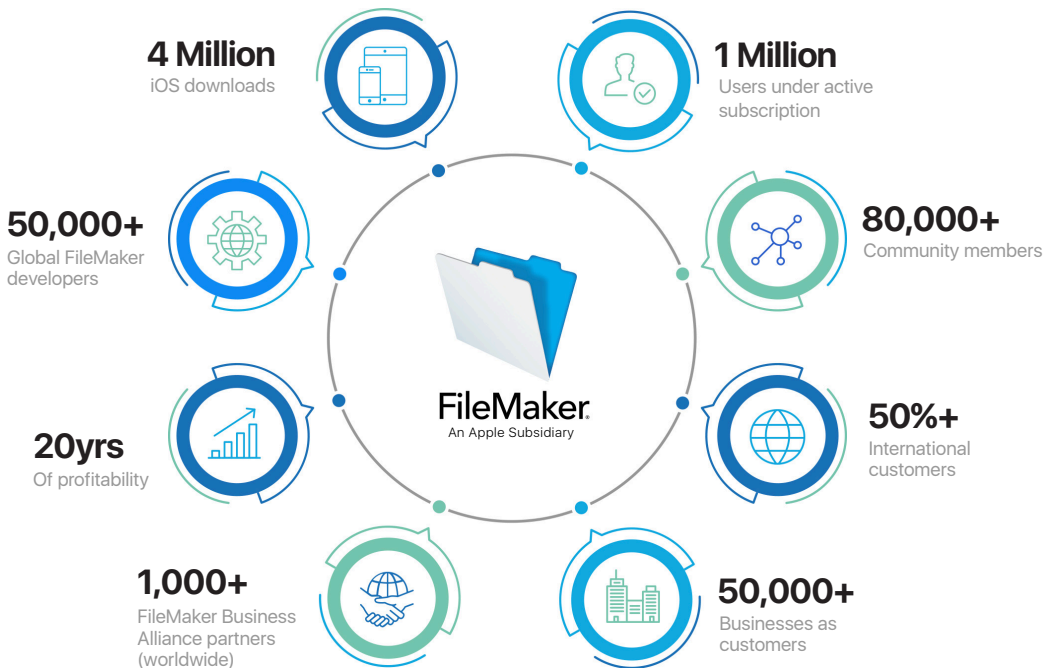
## FileMaker Go 18

### 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 FileMaker, Inc.

FileMaker, Inc. is an Apple subsidiary and is the leader in workplace innovation.



## Purchasing options



Visit the FileMaker Store: [store.filemaker.com](https://store.filemaker.com)

Contact FileMaker Licensing: [www.filemaker.com/company/intl/](https://www.filemaker.com/company/intl/)

Contact a FBA reseller: [www.filemaker.com/partners/find-a-partner/](https://www.filemaker.com/partners/find-a-partner/)

Find a reseller: [www.filemaker.com/purchase/store/purchase\\_options](https://www.filemaker.com/purchase/store/purchase_options)

## Contact information

### FileMaker 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](https://www.filemaker.com)

[www.filemaker.com/company/intl/](https://www.filemaker.com/company/intl/)

[www.filemaker.com/company/contact/](https://www.filemaker.com/company/contact/)

# The FileMaker 18 Platform

The right tool to solve your business challenges.



FileMaker Pro Advanced



FileMaker Go



FileMaker WebDirect



FileMaker Server



FileMaker Cloud for AWS



**FileMaker**  
An Apple Subsidiary

5201 Patrick Henry Drive, Santa Clara, CA 95054, USA, Phone: 408-987-7000

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