Claris

FileMaker Cloud

FAQS

What is FileMaker Cloud
FileMaker Cloud is the all-new cloud-hosting service offering directly from Claris International Inc. Access your custom apps in the cloud using FileMaker Pro Advanced, FileMaker Go, and FileMaker WebDirect.

What infrastructure does FileMaker Cloud use?
FileMaker Cloud leverages Amazon Web Services infrastructure.

What is the FileMaker Customer Console?
FileMaker Customer Console is a web-based application for managing FileMaker ID accounts, groups, hosts, settings, and subscriptions.

What is FileMaker ID?
FileMaker ID is an integrated sign-on system for authenticating users of Claris products and services. FileMaker ID also helps to tie your subscriptions together and protects against suspicious sign in attempts. It is available in these languages: Worldwide English, French, Italian, German, Swedish, Japanese, Dutch, Spanish, Simplified Chinese, Korean, and Brazilian Portuguese.

What is the difference between FileMaker Cloud and FileMaker Cloud for AWS?
FileMaker Cloud for AWS was the first-generation cloud-hosting service offered through Amazon Web Services (AWS) Marketplace. FileMaker Cloud is the newest cloud-hosting service offered by Claris. Deprecation of FileMaker Cloud for AWS was announced in October 2018. View deprecation notice >

How do I buy FileMaker Cloud
You can buy FileMaker Cloud through the FileMaker Store, your regional Sales representative, or through a FileMaker Business Alliance partner.

In what countries can I buy FileMaker Cloud?
FileMaker Cloud is sold in all countries available through the FileMaker Store, with exception to Japan and China.

In what languages is the product available?
FileMaker Cloud Admin Console: Worldwide English, French, Italian, German, Japanese, and Spanish

FileMaker Customer Console: Worldwide English, French, Italian, German, Swedish, Japanese, Dutch, Spanish, Simplified Chinese, Korean, and Brazilian Portuguese

How much does FileMaker Cloud cost?
FileMaker Cloud is $39 per user/per month. Subscriptions are billed annually. Includes one year of 24x7 support in English with a dedicated customer success agent. For more than 99 users, contact your regional Sales representative. Discounts are available for education and nonprofit organizations.

How many users do I need?
To determine the number of user subscriptions you'll need, decide how many unique people in your organization will be using the FileMaker Platform. Each user can access FileMaker Pro Advanced, FileMaker Go, or FileMaker WebDirect — all connected to FileMaker Cloud to securely share information in real time.

What is a user?
A user is 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.

Can I try FileMaker Cloud for free?
To evaluate FileMaker Cloud prior to purchase, please contact your regional Sales representative.

Can I use Bring Your Own License for FileMaker Cloud?
No, since FileMaker Cloud is purchased directly from Claris, BYOL is no longer needed. Contact Sales to transition your license from FileMaker Cloud for AWS to FileMaker Cloud.

What is FileMaker Data Storage?
FileMaker Data Storage is a service that provides cloud-hosted storage for databases, externally stored container field data, and backup files.

How much FileMaker Data Storage comes with my subscription?
FileMaker Cloud includes 6 GB of FileMaker Data Storage per licensed user per year. A minimum deployment of 5 users includes a total 30 GB of FileMaker Data Storage per year. Additional FileMaker Data Storage may be purchased through the FileMaker Customer Console and FileMaker Store.

What is the FileMaker Data API?
The FileMaker Data API is an API (application programming interface) that allows you to work with data from hosted files.

What is OData?
Open Data Protocol (OData) is a REST-based protocol for querying and updating data, which is built on standardized technologies such as HTTP, Atom/XML, and JSON.

How much data transfer comes with FileMaker Data API/OData?
2 GB per user/per month of outbound data transfer for FileMaker Data API and OData. Outbound data transfer using the FileMaker Web Connector for Tableau also counts against this limit. Additional amounts of data transfer are available through the FileMaker Customer Console and the FileMaker Store.

Is data transfer using FileMaker Admin API counted against my usage limit?
No.

How much processing power and memory comes with my FileMaker Cloud subscription?
The instance type is determined by the number of users you have purchased as part of your subscription. For example, if you have a 5-user subscription, this instance includes 2 CPU and 4 GB of RAM. If you increase your user subscription to 10 users, this instance includes 2 CPU and 8 GB of RAM. You also have the option to purchase additional computing power without increasing the number of users. See FileMaker Cloud Technical Specifications for details on instance types.

What client versions are compatible with FileMaker Cloud?
Only FileMaker 18 clients are compatible with FileMaker Cloud 2.18. This includes:

- FileMaker Pro 18.0.3 Advanced
- FileMaker Go 18.0.3
- App created using iOS App SDK 18.0.3
- FileMaker WebDirect is a component of FileMaker Cloud so you can only use the version that's available in your FileMaker Cloud instance.

Can I downgrade my instance of FileMaker Cloud to work with earlier versions of FileMaker clients?
No

Can I access FileMaker Cloud using my FileMaker Server licenses or vice versa?
No, FileMaker Cloud is licensed separately from FileMaker Server.

What if I need to use both FileMaker Cloud and FileMaker Server?
You will need to purchase both user licenses for FileMaker Server and user subscriptions for FileMaker Cloud.

Is there anything in particular I need to know about the onboarding process?
Most of the information you need can be found in the Getting Started Guide. But additional information can be found in the FileMaker Cloud Migration White Paper.

Can I transition my FileMaker Cloud for AWS license to a FileMaker Cloud subscription?
You may be eligible for credit if you purchased FileMaker Cloud for AWS via Bring Your Own License (BYOL). Contact Sales to inquire about transitioning your license to FileMaker Cloud.

What happens if my FileMaker Cloud subscription expires?
If you do not renew your subscription, your FileMaker Cloud instance will cease to operate when your FileMaker Cloud subscription expires. There is no grace period. You have 45 days from expiration or termination of your subscription to access FileMaker Cloud to download your data.

What is the support and product refund policy?
FileMaker Cloud follows the standard product support policy for Claris International Inc. Refunds are not offered for FileMaker Cloud. For more information, read the product return and refund policy.

I understand that my custom apps are hosted using FileMaker Cloud, but who manages my data?
Your custom apps are hosted on FileMaker Cloud, but you are the only one that controls your data and has access to your custom apps.