



HOW TO: Update FileMaker Server to v21 from v19 or later on Windows Server

The following offers step-by-step instructions for updating FileMaker Server on Windows.

- DRAFT -

This document has been updated for 2025 & FileMaker Server 21, but is being expanded. Check back over the week of 2/10/2025 for updates.

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1) INTRO Part 1: Overview

The process of updating FileMaker Server from earlier versions (back to v19.0) is relatively straight forward. These instructions assume that you're updating a FileMaker Server installation for 6-in-1, and therefore skip steps that might be necessary in different use cases. For example, we do not use server-side script schedules, etc., so we do not take the time to backup those types of settings as Claris' guide would indicate. If you have customized your installation in any way, or have any concerns/questions, please refer to Claris' installation instructions here: [Claris Installation and Configuration Guide for FMS](#)

2) INTRO Part 2: Warnings and Important Notes

Please read the following important notes and warnings:

- This document uses the acronym, FMS for FileMaker Server and FMP for FileMaker Pro.
- Claris has moved to a common marketing theme of naming products with calendar years. Behind the hood, however, the version numbers of the respective products have stayed in line. After FileMaker Pro/Server 19 came 2023 (v20.x), followed by the current 2024 (v21.x). This documentation generally refers to the 'behind the hood' version number of 20, and 21, respectively.
- As of the writing of this document, we install FMS 21, but FMP (the client software) v20. They work together seamlessly.
- This document is **NOT applicable to customers running FileMaker Server 11**, it is only for customers running version 19.0 or later. We stopped updating the FileMaker 11 variant of our product in 2024.
- These instructions are based on Windows Server 2019, Datacenter edition, but should be generally equivalent for other supported versions of Windows Server but can be adapted for Server 2016 or 2022 (although 2016 is not technically supported by Claris).
- While these instructions walk through an update from the earliest version of FileMaker Server 19 (19.0.1.103) to the most recent version at time of writing (21.1.1.40), the process illustrated should work for updating FMS from ANY version prior of 19.x, 20.x or 21.x, and possibly later versions.
- Please take special note of the system requirements.
- You will need local **administrative privileges** in order to complete this process.
- You should close all programs and save your work prior to proceeding.



Installation Instructions

6-in-1 Estate Administration Software

FileMaker Platform – Windows Server

FMS v21.1.1.40 | FMP v20.3.2.201

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- **This installation often requires restarting the server at least once, but sometimes more than once.**
- **FMS / Admin Console credentials:** There are several references to credentials required for the FMS admin console in these instructions. These are used in the web-based admin console as well as at the command prompt when executing commands. Default credentials set by this installer are as follows:

Username: **lackner**
Password: **lackner** (all lower-case)

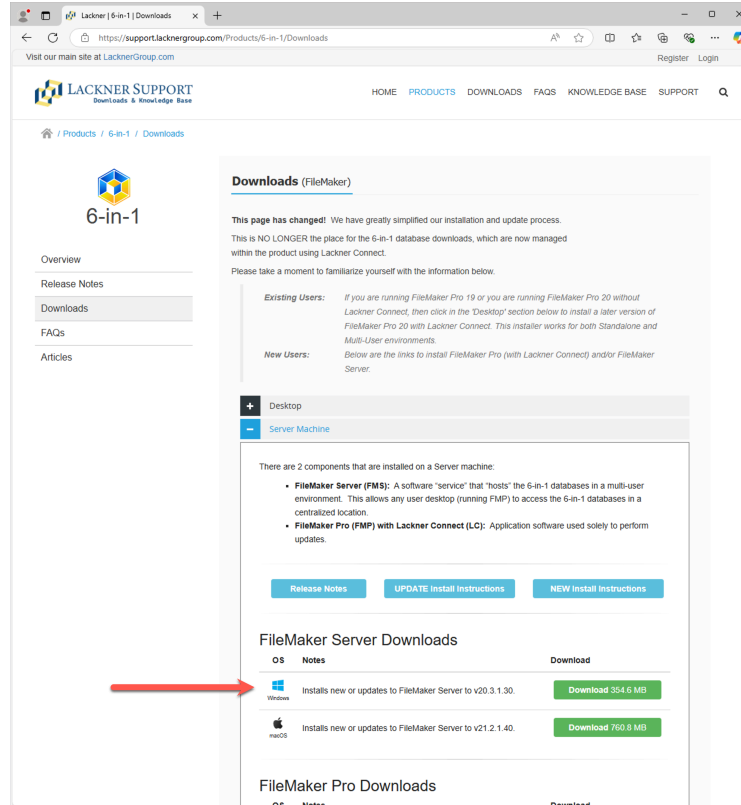
3) INTRO Part 3: System Requirements

If you have successfully installed FileMaker 19 Server on this machine, you may be within the required specifications already. Briefly, Windows Server 2019 and 2022 (Standard and Datacenter editions) are the officially supported Windows operating systems. However, specifics about the technical specifications and requirements are available here: [Claris FileMaker 2024 Technical Specifications](#)

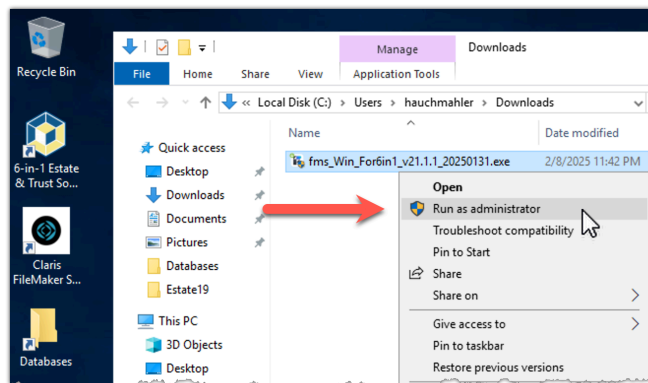
If you have any questions about your particular environment, please feel free to reach out to support by clicking [here](#).

4) Download the latest version

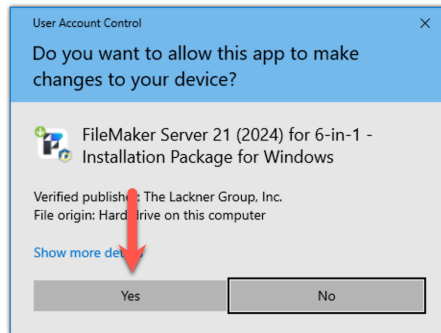
- a. **Download the latest installation package** from the following page:
<https://support.lacknergroupp.com/Products/6-in-1/Downloads>



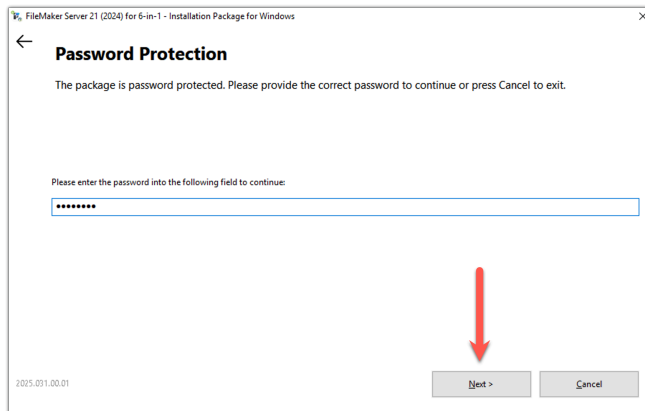
- b. **Open the self-extracting archive** by right-clicking on the package and selecting **Run as administrator** from the contextual menu.



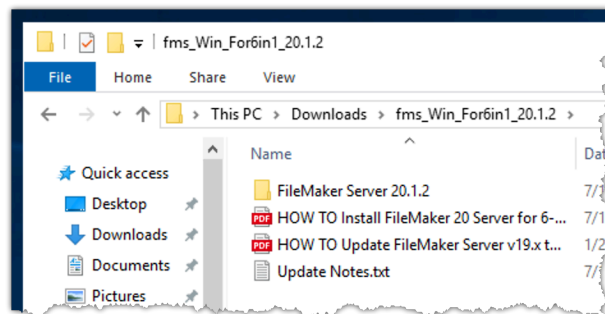
- c. **If prompted by User Access Control (UAC), press Yes.**



- d. Enter the password, [showtime](#) when prompted, and press [Next](#).



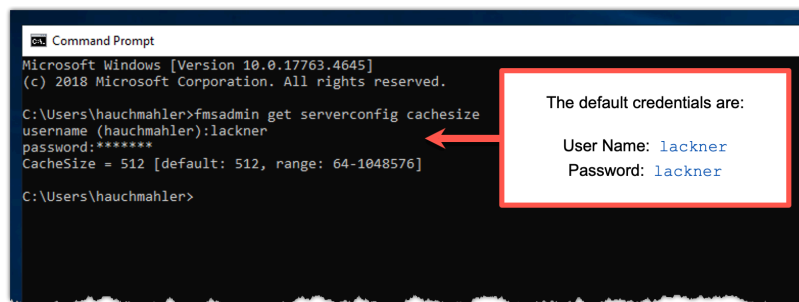
- e. When extraction is complete, the extracted folder will automatically be opened and will display as presented in the figure below. Note that a copy of the latest version of these instructions is included at the root of the folder.



5) Verify Cache Settings

The cache settings for your FileMaker Server installation may have been adjusted from the default 512MB. Having this optimized can greatly improve the overall performance of your server. The update process usually persists these settings, but it's good to double-check, and even adjust if your hardware (memory) configuration has changed.

- a. **Open the command prompt.**
- b. **Enter a command** to check the cache size:
`fmsadmin get serverconfig cachesize`
- c. **Enter FMS credentials** when prompted. See the Notes & Warnings section on the first page of this document for details about FMS credentials. In this example, the cache size remains at the default 512MB.



```
Command Prompt
Microsoft Windows [Version 10.0.17763.4645]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\hauchmahler>fmsadmin get serverconfig cachesize
username (hauchmahler):lackner
password:*****
CacheSize = 512 [default: 512, range: 64-1048576]

C:\Users\hauchmahler>
```

The default credentials are:
User Name: `lackner`
Password: `lackner`

NOTE: We recommend using as much cache as your system configuration can afford. There are instructions for adjusting this setting at Step 8, after the installation of the update.

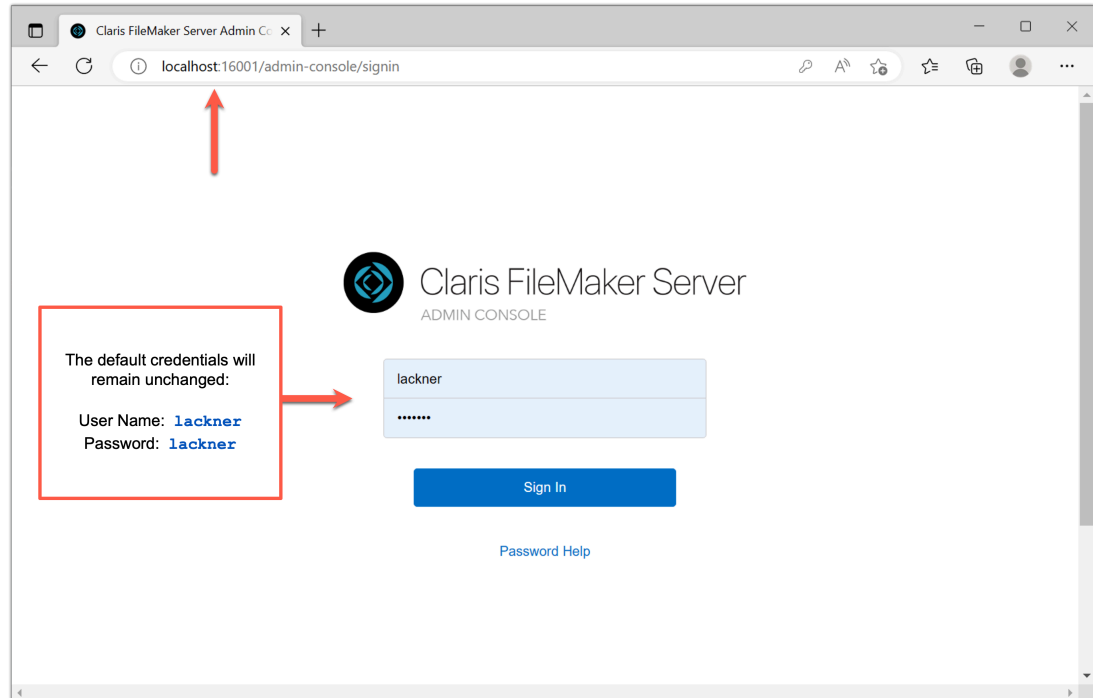
- d. You can **close the command prompt** now.

6) Disconnect Users and Close Databases

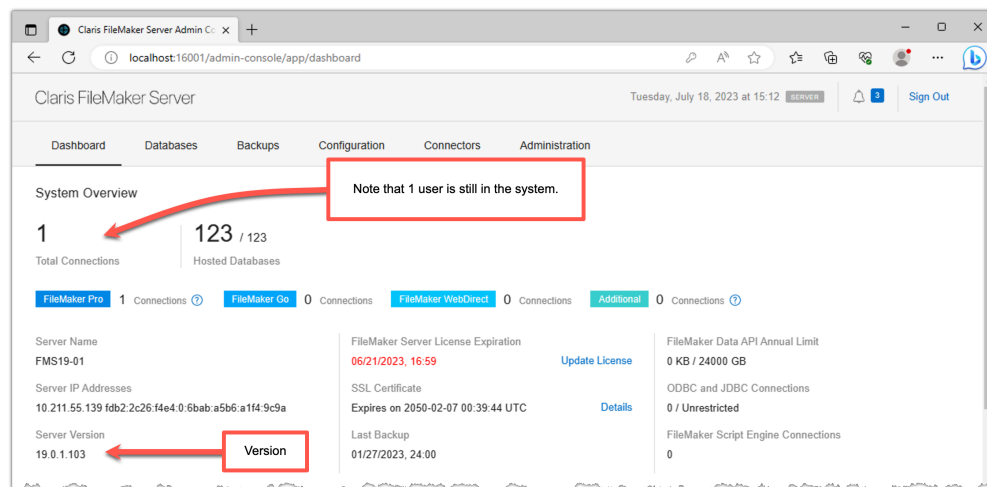
The installer will stop the FileMaker Server service during installation and restart it upon completion. Before continuing, it's best practice to make sure all users are out of the system, and then close all databases.

- a. **Log into the admin console** by opening your browser and navigating to <http://localhost:16001>. As mentioned earlier, see the Notes & Warnings

section on the first page of this document for details about FMS credentials.



- b. Upon login, **note your current version** (see screenshot in the next step).
- c. **Check if any users are still connected** as indicated by the **Total Connections** value on the top left. If there are, continue, otherwise skip to Step 7. Note that in our example, the console is showing that there is one user still in the system.





Installation Instructions

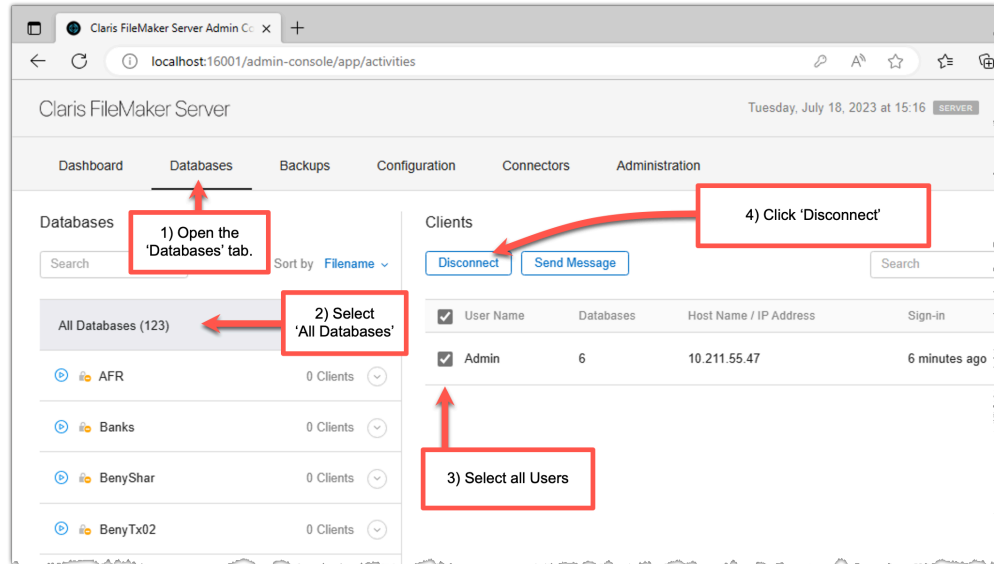
6-in-1 Estate Administration Software

FileMaker Platform – Windows Server

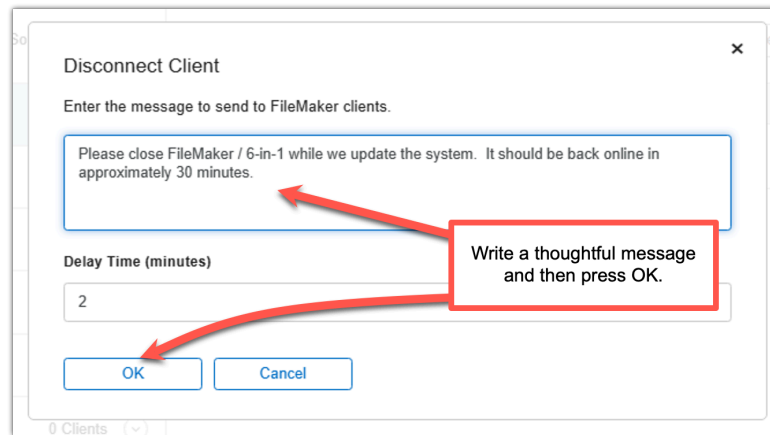
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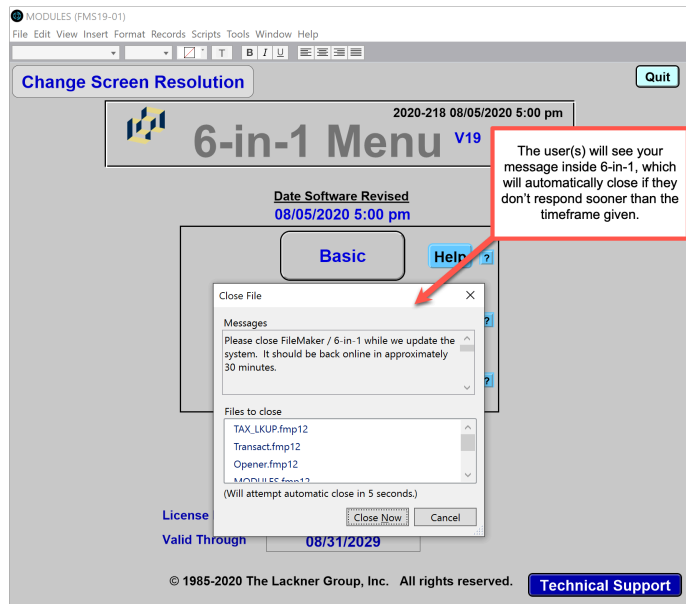
- d. To **disconnect any remaining users**, navigate to the [Databases](#) tab, select [All Databases](#), select all of the [Users](#) in the resulting user list, and then click [Disconnect](#).



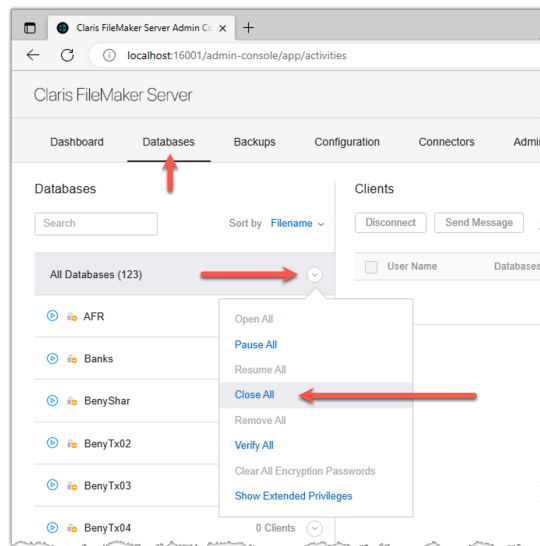
- e. In the resulting dialog, **write a message to the connected users** and then press **OK**. By default, they'll be given 2 minutes before they're automatically disconnected.



- f. Any connected **users will see something that looks like this:**



- g. Now, **close all databases**: From within the same **Databases** tab, open the drop-down options button on the right side of the **All Databases** header, and select **Close All**.



- h. Finally... while not required, we typically **close the admin console browser** once we have confirmed that all users are disconnected, and all databases are closed. This is simply to avoid any confusion when the service goes off-line.

7) Start the installer

- Navigate to the FileMaker Server 21.1.1** folder nested inside the newly extracted folder.
- Start the installer** by right-clicking on **Setup.exe**, and choose **Run as administrator**. You may be prompted to allow changes on this device. Please press **Yes**.

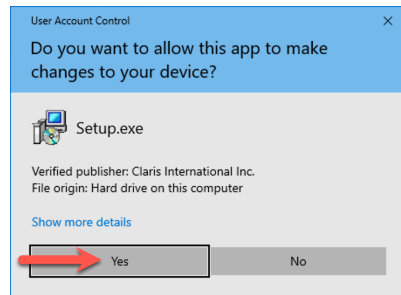
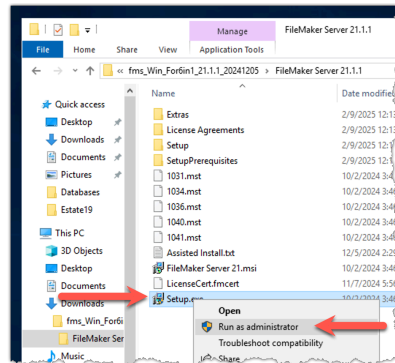
Installation Instructions

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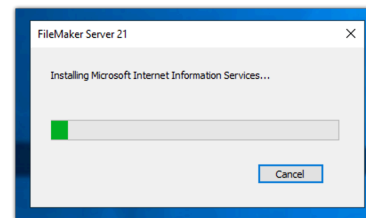
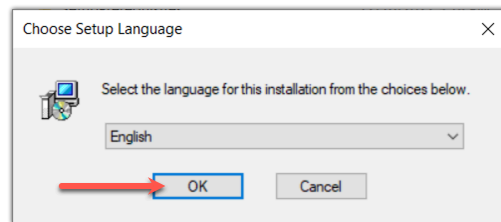
FileMaker Platform – Windows Server

FMS v21.1.1.40 | FMP v20.3.2.201

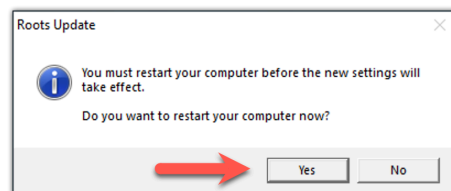
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- c. When prompted to choose a language, please **choose English**. Press **OK**. You may see a progress bar related to the installation of IIS.



- d. The installer may need to update the Microsoft Application Request Routing. If so, you may be prompted to restart your server. Press **Yes**.



NOTE: When this happens, you may be required to restart the Setup.exe after your server reboots. If so, please go back to the beginning of Step 7 above.

Installation Instructions

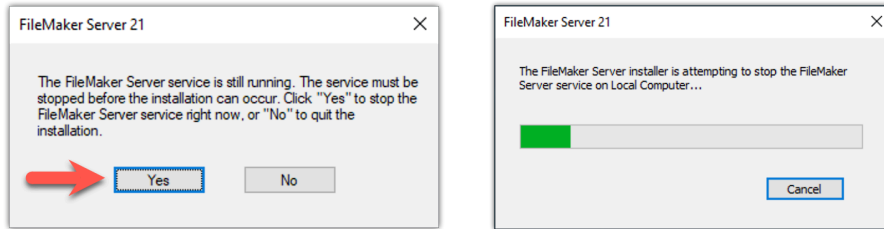
6-in-1 Estate Administration Software

FileMaker Platform – Windows Server

FMS v21.1.1.40 | FMP v20.3.2.01

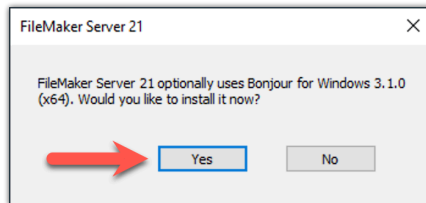
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- e. If the **FileMaker Server service** is still running, you'll be prompted to allow the installer to shut it down. Pressing No will cancel the installation. Press **Yes**. You'll see a progress bar while the service is shut down.

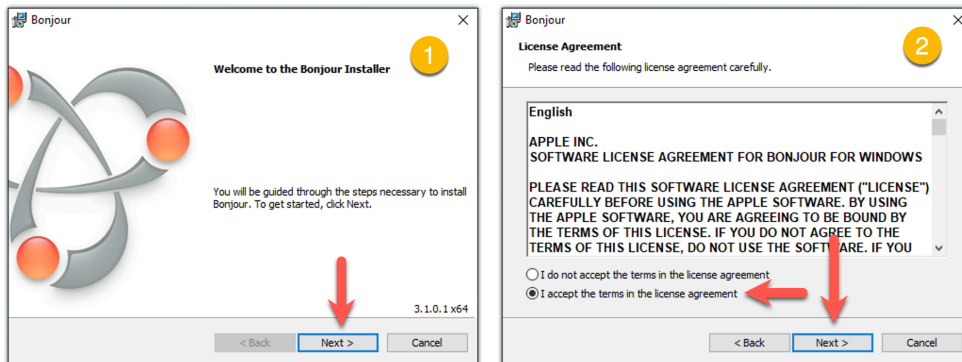


NOTE: This can sometimes take a minute or two. In the unlikely event that it fails, please manually stop the "FileMaker Server" service, and try again.

- f. Next, you may get a prompt to install the latest of Bonjour. We recommend pressing **Yes**.



- g. Step through the Bonjour installer. There four screens from the introduction to the license agreement, about info, and final step.



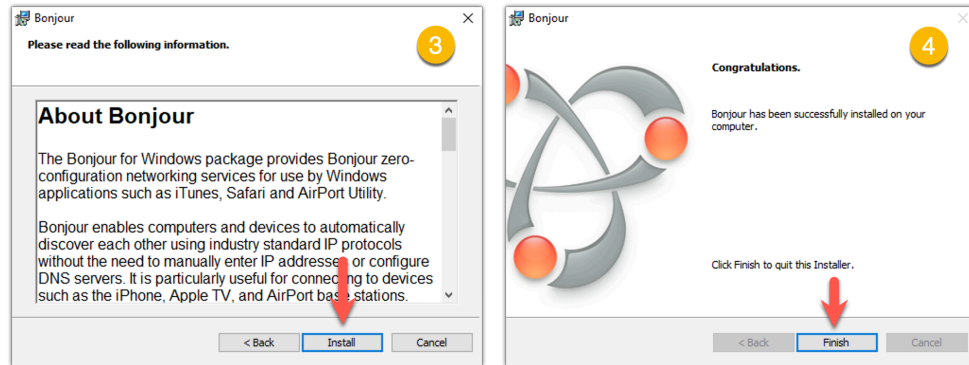
Installation Instructions

6-in-1 Estate Administration Software

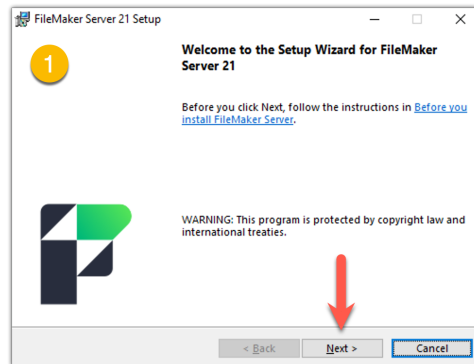
FileMaker Platform – Windows Server

FMS v21.1.1.40 | FMP v20.3.2.201

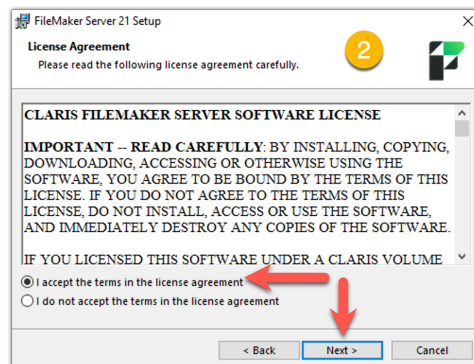
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- h. Next, you'll be presented with the **installation wizard**. It may take a minute or to before the Next button is enabled while it migrates feature states from the prior installation. Press **Next**.



- i. You'll then be asked to **accept the license agreement**. Choose **I accept** and then press **Next** to proceed.





Installation Instructions

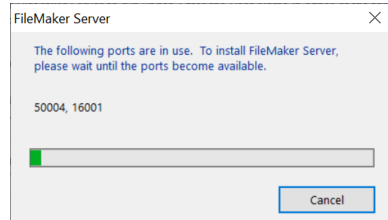
6-in-1 Estate Administration Software

FileMaker Platform – Windows Server

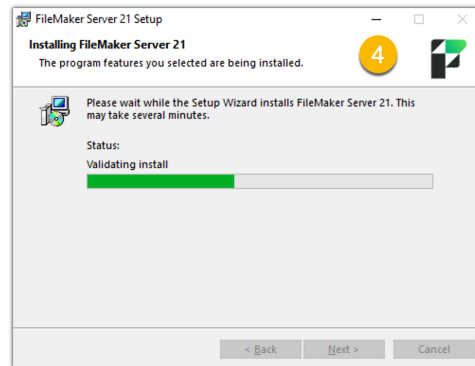
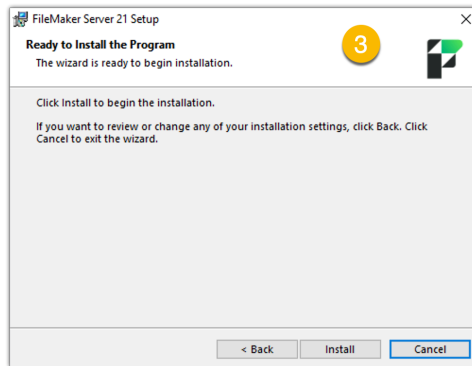
FMS v21.1.1.40 | FMP v20.3.2.201

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- j. Sometimes there is a pause while the installer waits for ports to close. This can take up to several minutes. Just **wait for it to finish** and continue.

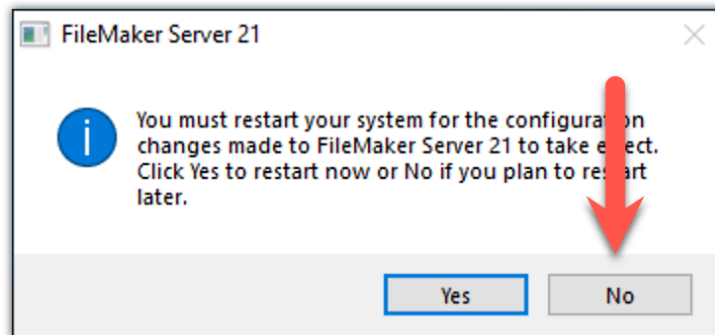


- k. Now you're **ready to install**. Click **Install** to continue.



NOTE: This step will take several minutes to complete.

- l. When the installation finishes, you'll be prompted to **restart the server**. While it's ok to do so at this point, we find that it avoids some confusion if you choose not to at this time. Press **No** to continue.





Installation Instructions

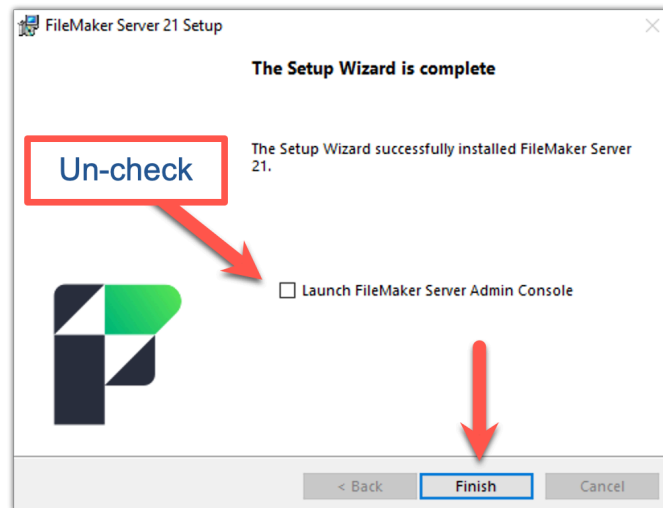
6-in-1 Estate Administration Software

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- m. At last, you're on the last page of the installation wizard. We recommend you UN-check [Launch FileMaker Server Admin Console](#) at this time, then press [Finish](#).

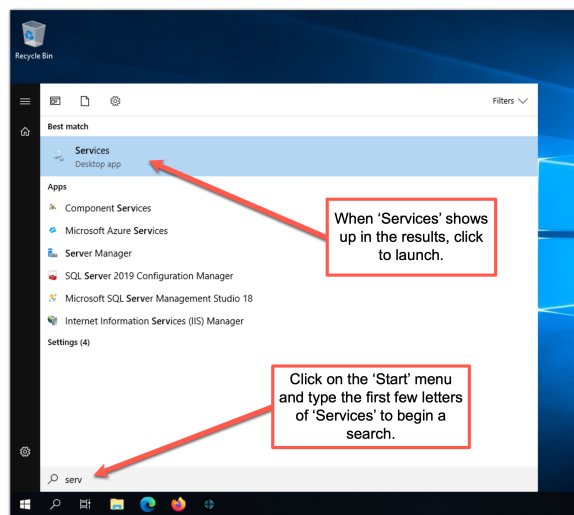


- n. Finally, please **restart your server** and continue with the next step.

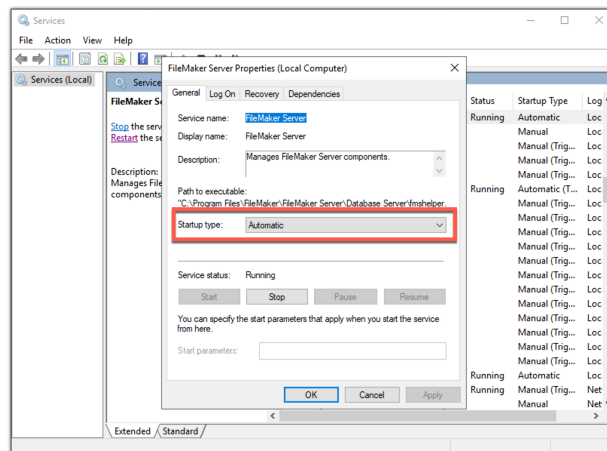
8) Verify Service: Automatic startup type

After your server has restarted, please check the services to make sure that FileMaker Server is configured to start Automatically.

- a. **Open Services Panel:** You can quickly open the services panel by searching for 'services' in the start menu:



- b. **Verify automatic startup type:** With the services panel open, double-click on 'FileMaker Server' and verify that the 'Startup type' is set to 'Automatic'.



- c. **Start the service:** The service should have already started, but if, for any reason, it hasn't, start it now, then close the services dialogs.



9) Verify Server Cache

Take note of any memory settings from Step 5c. If the settings have changed or you wish to modify the amount of memory that FMS can use, take these following steps.

- a. **Open the command prompt.**
- b. Optionally, enter a command to **change the cache size** to your desired size. Here are a few examples:

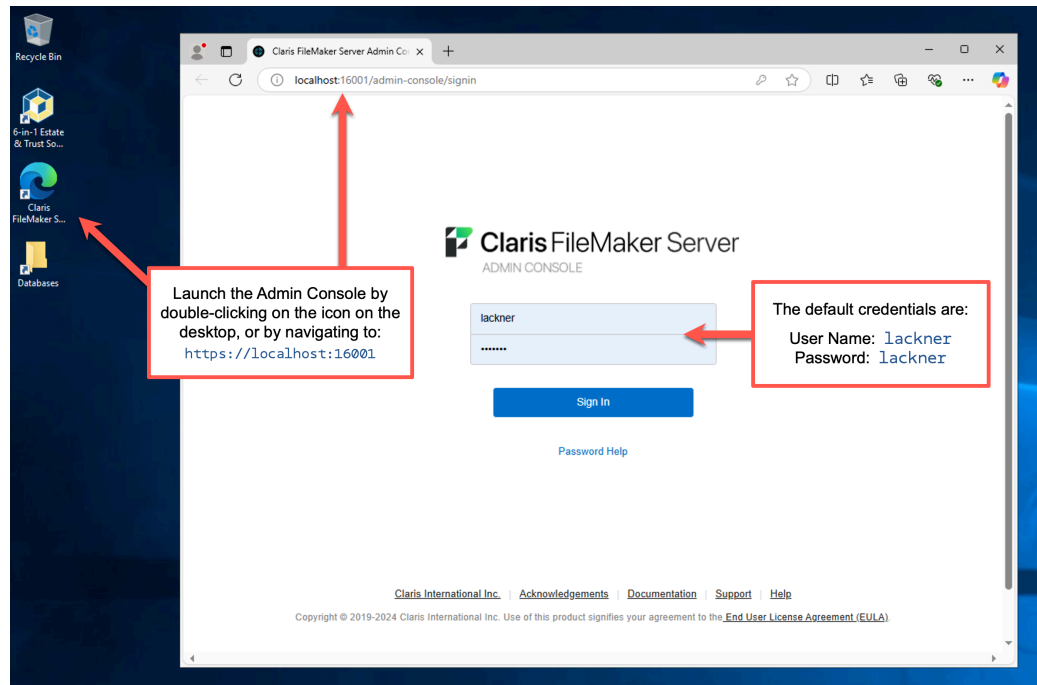
```
fmsadmin set serverconfig cachesize=1024  
fmsadmin set serverconfig cachesize=2048  
fmsadmin set serverconfig cachesize=4096  
fmsadmin set serverconfig cachesize=8092  
fmsadmin set serverconfig cachesize=12288
```

- c. Note that you will be prompted for the FMS credentials (same as in prior steps):

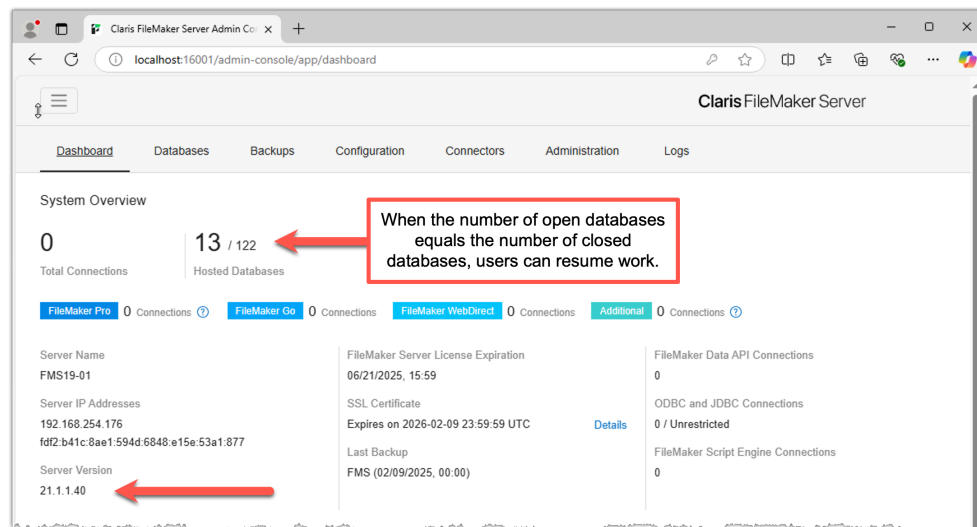
```
Command Prompt  
Microsoft Windows [Version 10.0.17763.3046]  
(c) 2018 Microsoft Corporation. All rights reserved.  
  
C:\Users\hauchmahler>fmsadmin set serverconfig cachesize=1024  
username (hauchmahler):lackner  
password:*****  
CacheSize = 1024 [default: 512, range: 64-1048576]  
  
C:\Users\hauchmahler>_
```

10) Open the Admin Console and verify operation

- a. **Log into the admin console** by opening your browser and navigating to <http://localhost:16001>. As mentioned earlier, see the Notes & Warnings section on the first page of this document for details about FMS credentials.



- b. Once logged in, you should **notice that your 6-in-1 data files are loading** (this can take several minutes), and your server version number reflects the upgrade. Please note that if the license appears to be expired you can generally disregard this. It is typical for this to be slow in refreshing after our annual contract renews.



11) Notify 6-in-1 Users

Finally, once all databases are loaded, you're done! Please notify your 6-in-1 users that they are invited to log back into the system at their convenience.