Installing the FileMaker Client

Last Modified on 12/28/2023 12:22 pm EST

This guide explains how to install FileMaker 19+. It is intended for general users.

Overview

aACE is built using Claris FileMaker Pro (https://www.filemaker.com/products/filemaker-pro-advanced/). This allows developers to leverage the FileMaker (FM) platform to customize aACE as necessary, providing a perfect fit at a lower cost and higher quality than expensive alternatives. To use aACE, you must first install FileMaker.

To install FileMaker 19+, you must:

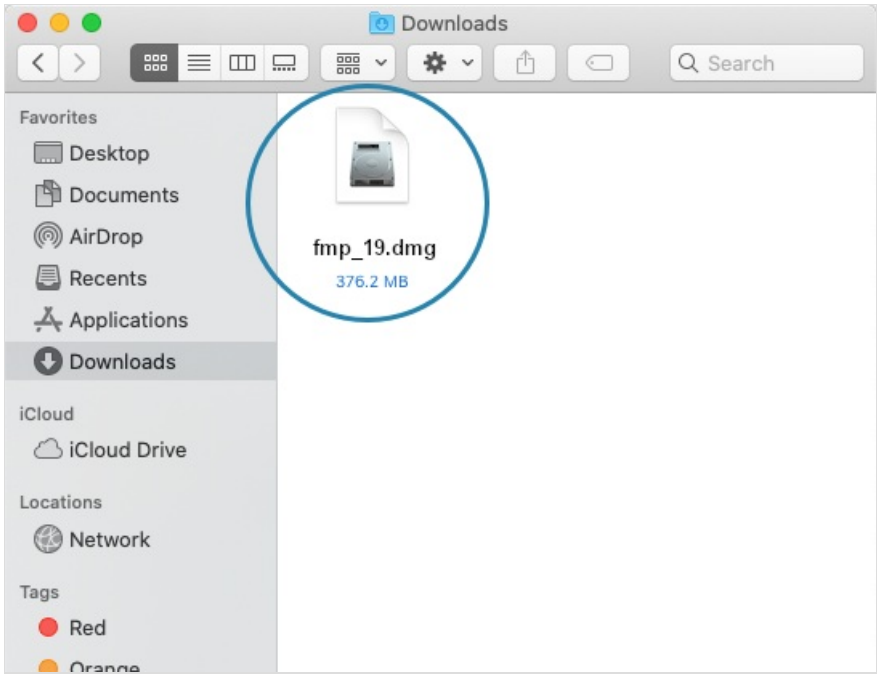
- Have at least the minimum FM19 certified operating system (https://support.claris.com/s/article/FileMaker-Pro-operating-system-requirements-all-versions-1503692917754?language=en_US) installed on your computer
- Have administrator privileges on your computer
  Note: You may also need to adjust preferences on your Mac to install apps that aren't from the Mac App Store (https://aace6.knowledgeowl.com/help/troubleshooting-mac-errors-about-unidentified-developers).
- Obtain these resources from your system administrator, noting the location on your computer where they get placed:
  - A FileMaker installer (i.e. a .dmg file for Mac or an .exe file for PC)
  - A license certificate (i.e. an .fmcert file) — For the easiest installation, place the license certificate in your computer's default Downloads folder. This enables FileMaker to automatically populate your license key.
  - For PC — The correct destination folder where the app should be installed

The steps for installing FileMaker 19+ on a Mac computer are explained first, then the steps for installing on a Windows computer.

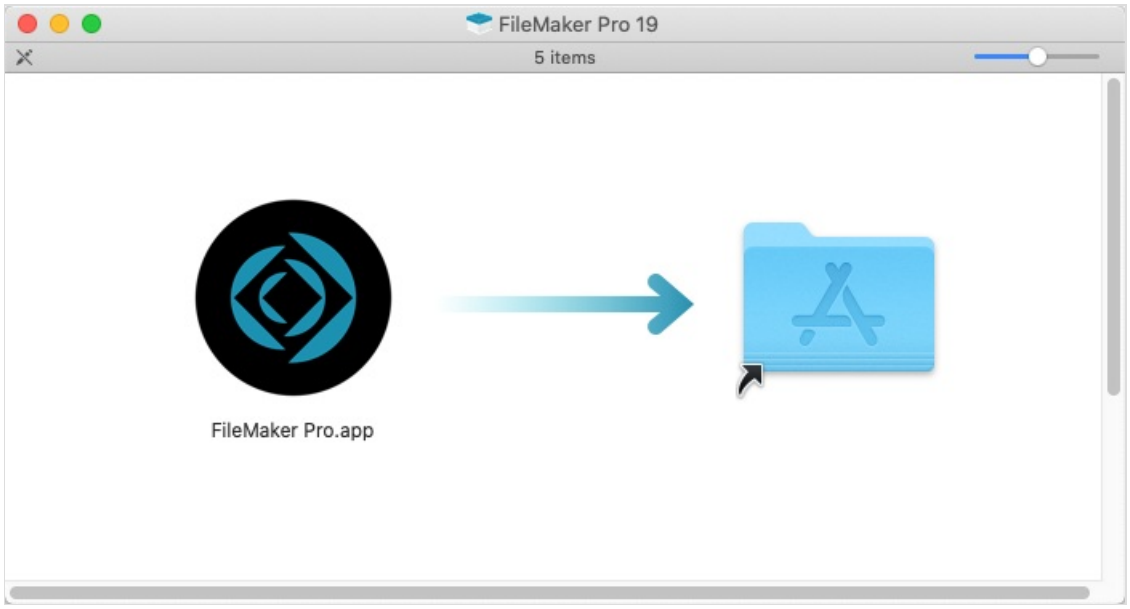
Mac Installation Process

During the installation process, it can be helpful to minimize other applications so each step of the process is clearly visible.

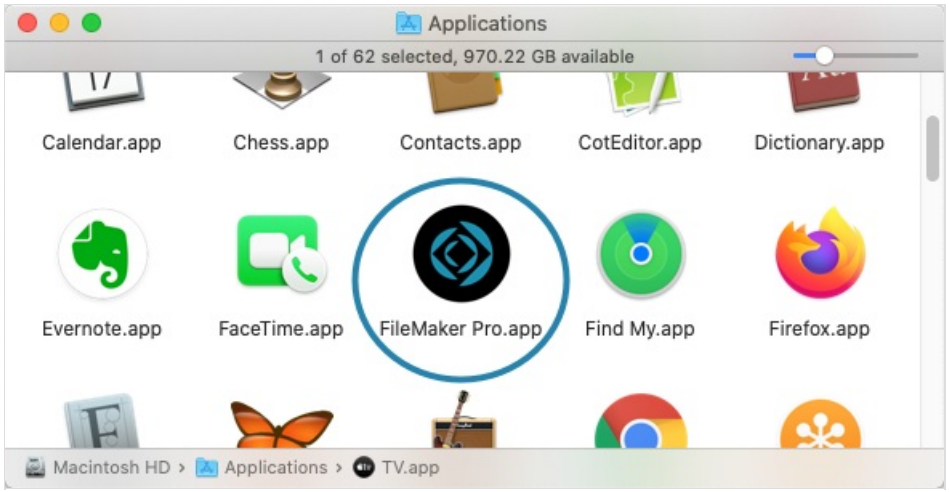
1. Locate and double-click your **FileMaker Installer** (.dmg file).



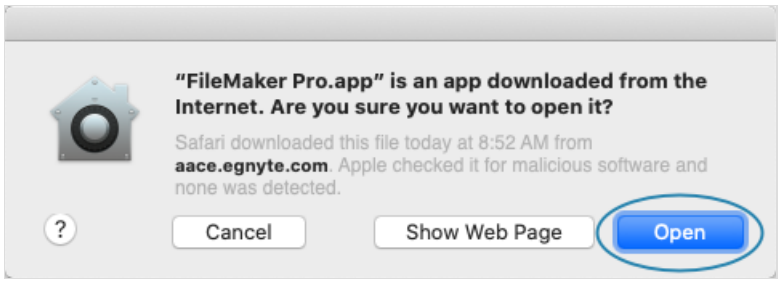
2. When the installation package opens, click and drag the app to the **Applications** folder.



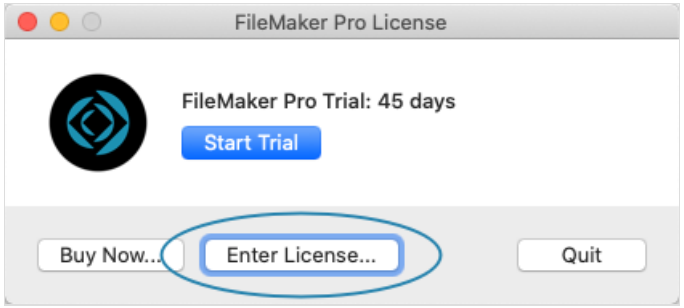
3. After the application is copied, open your Applications folder and double-click the app.



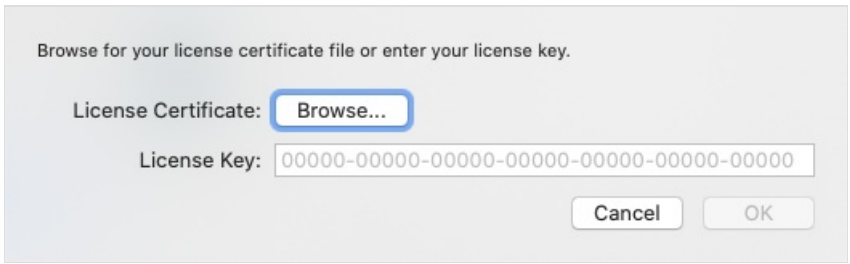
4. If a dialog displays a warning about files downloaded from the Internet, click **Open**.



5. If your license certificate is *not* in the default Downloads folder, at the FileMaker Pro License dialog, click **Enter License**.



6. At the dialog to locate the license certificate file, click **Browse**.



7. Locate the license certificate (.fmcert) file and click **Open**.

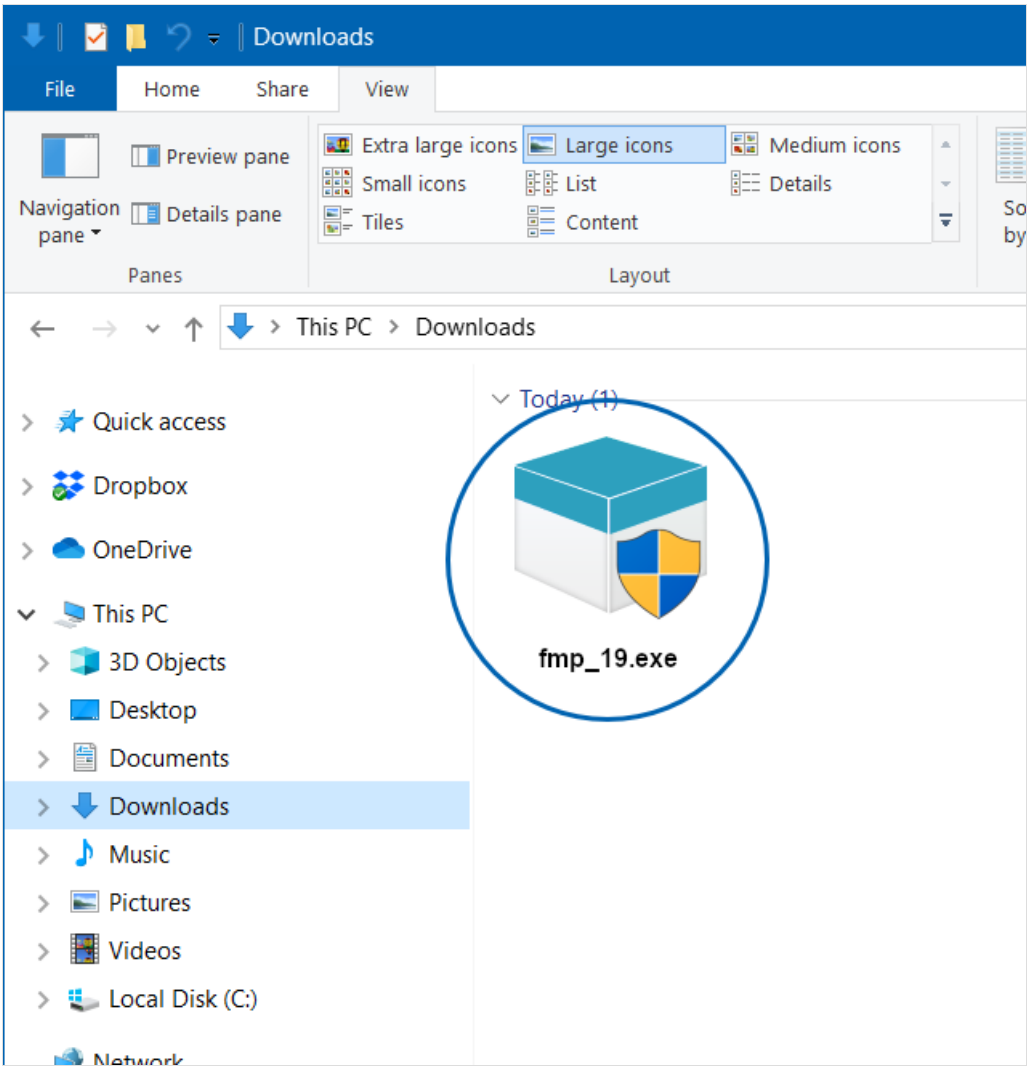
The FileMaker launch window displays and you are ready to [login to aACE](https://aace6.knowledgeowl.com/help/logging-in-and-out-of-aace). To streamline access, you can also [obtain a](

launcher (https://aace6.knowledgeowl.com/help/accessing-aace-using-a-launcher).

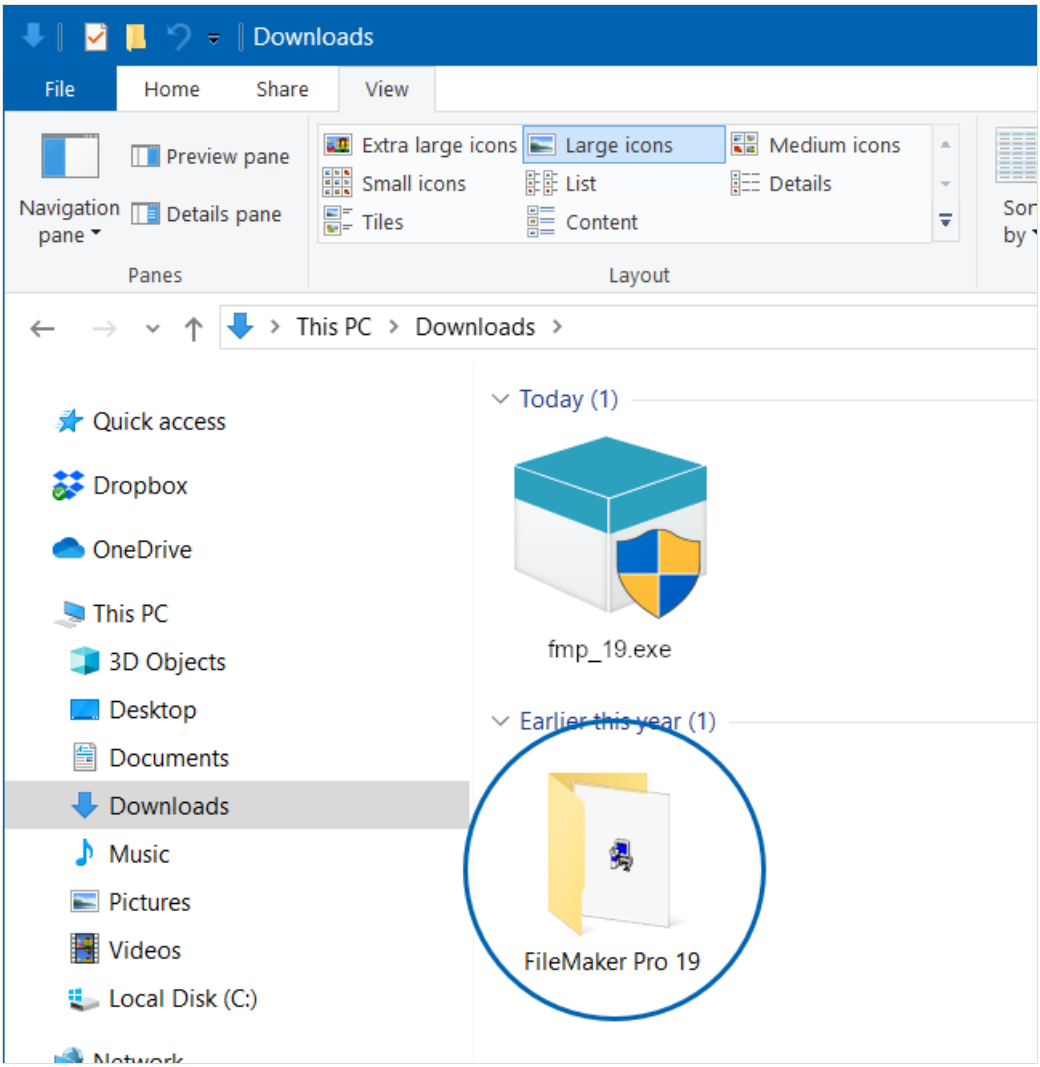
PC Installation Process

During the installation process, it can be helpful to minimize other applications so each step of the process is clearly visible.

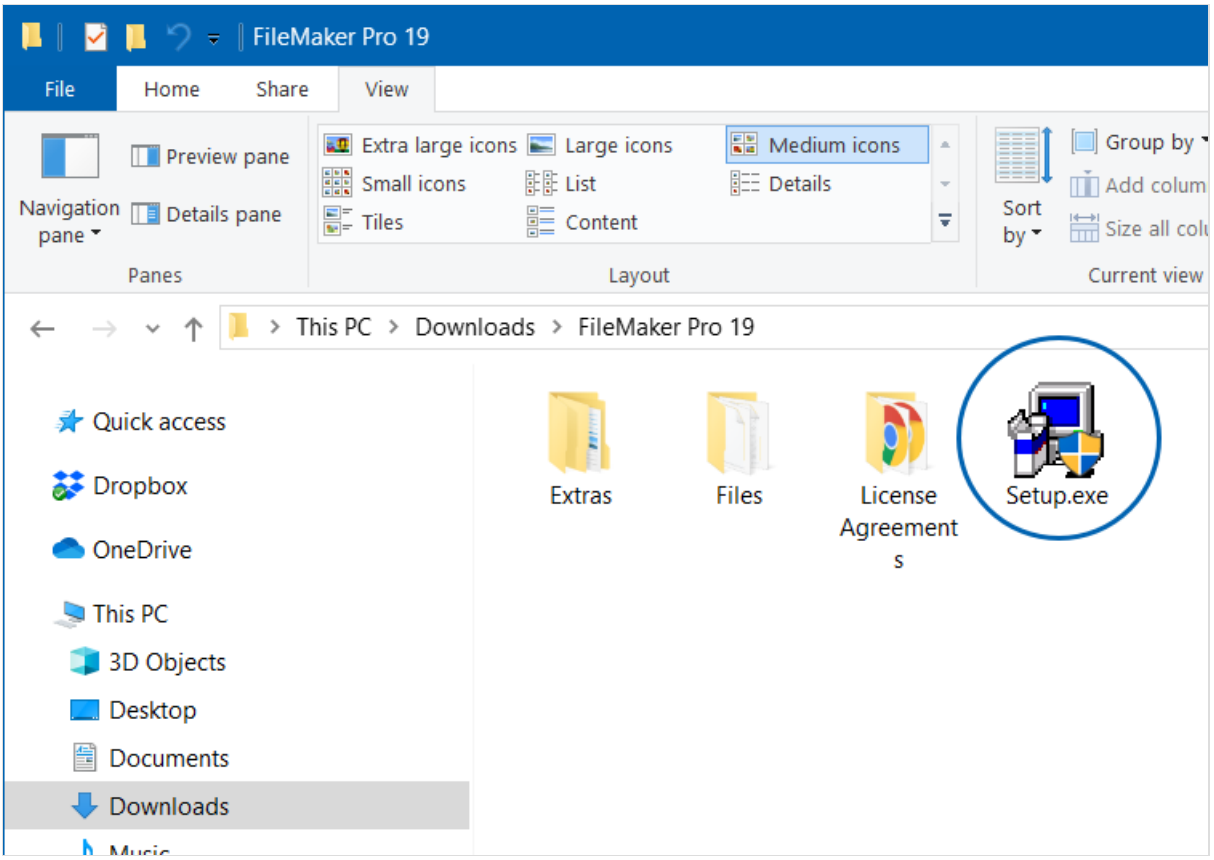
1. Locate and double-click your **FileMaker Installer** (.exe file).



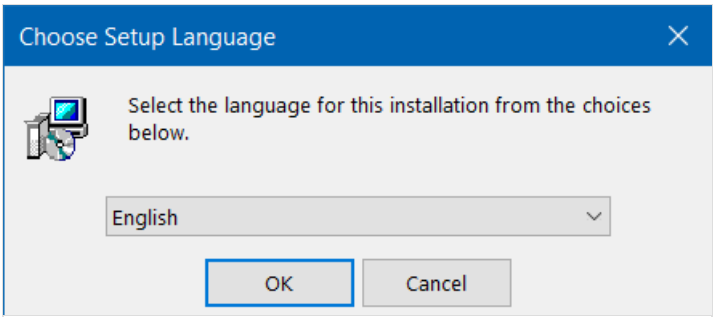
2. If a warning displays about allowing the app to make changes to your device, click **Yes**.
3. After the extraction process runs, double-click the installation folder.



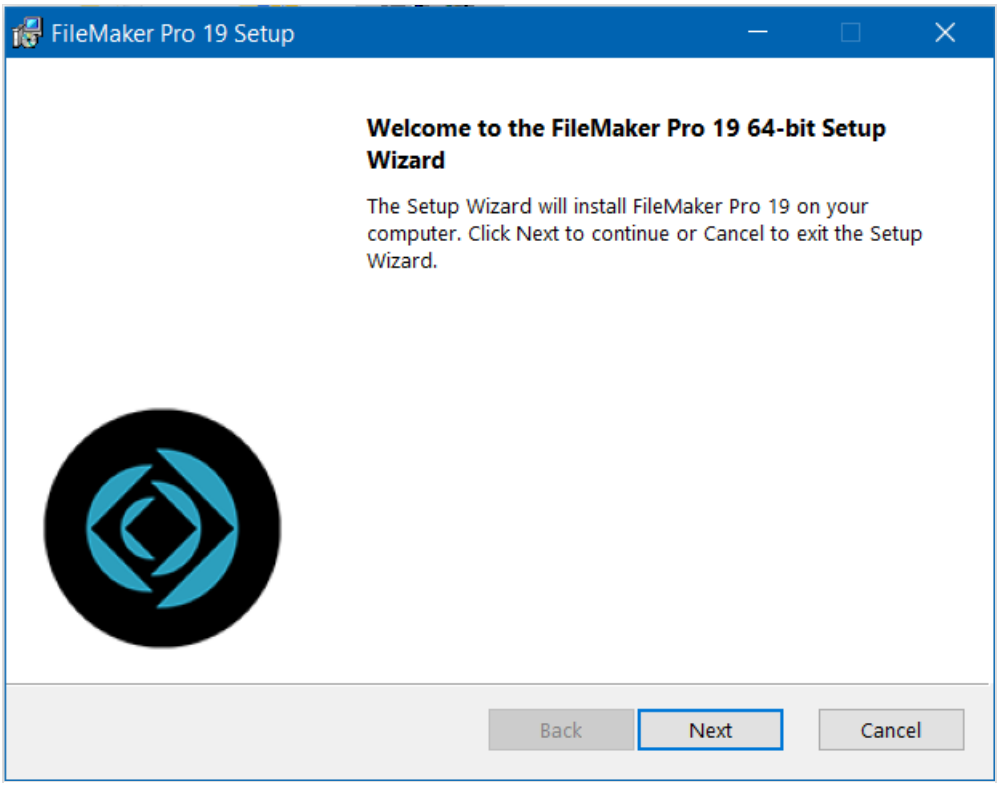
4. Double-click the **Setup.exe** file.



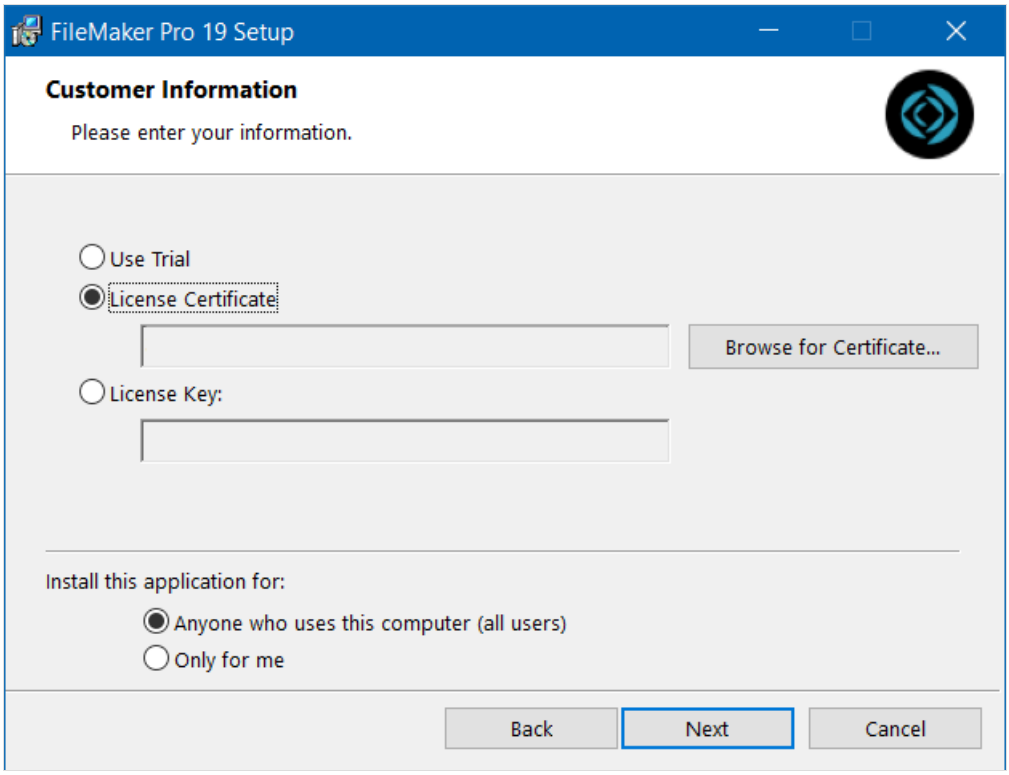
5. If a warning displays about allowing the app to make changes to your device, click **Yes**.
6. For the Setup Language, select English and click **OK**.



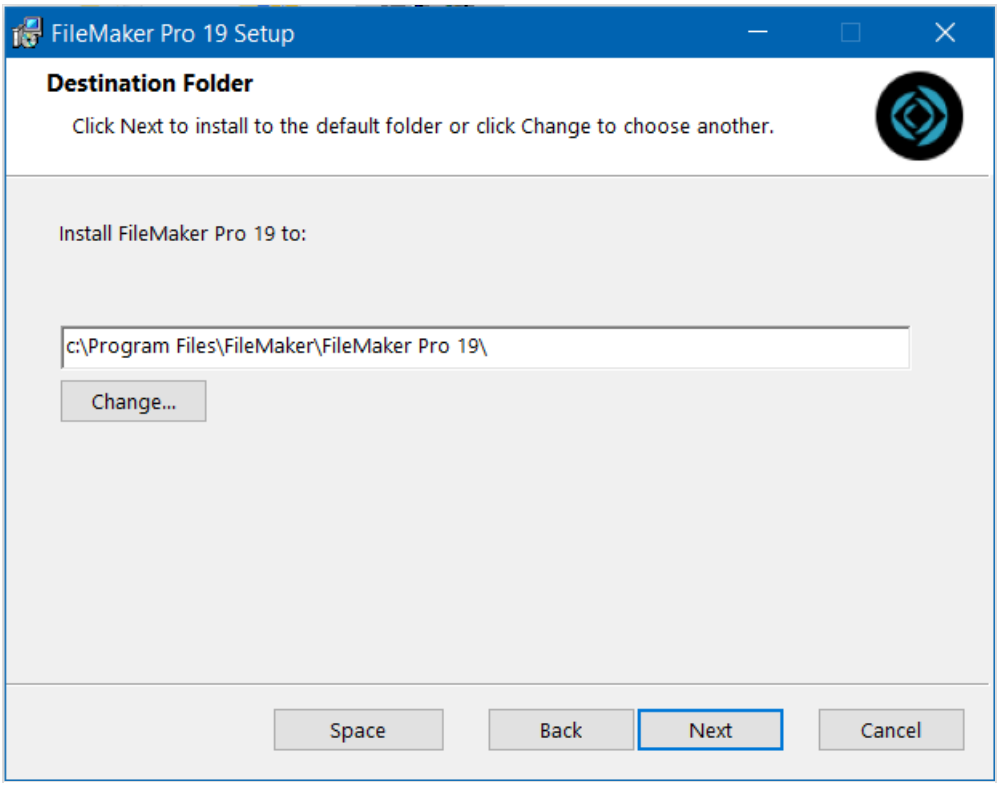
7. At the setup dialogs, click **Next**.



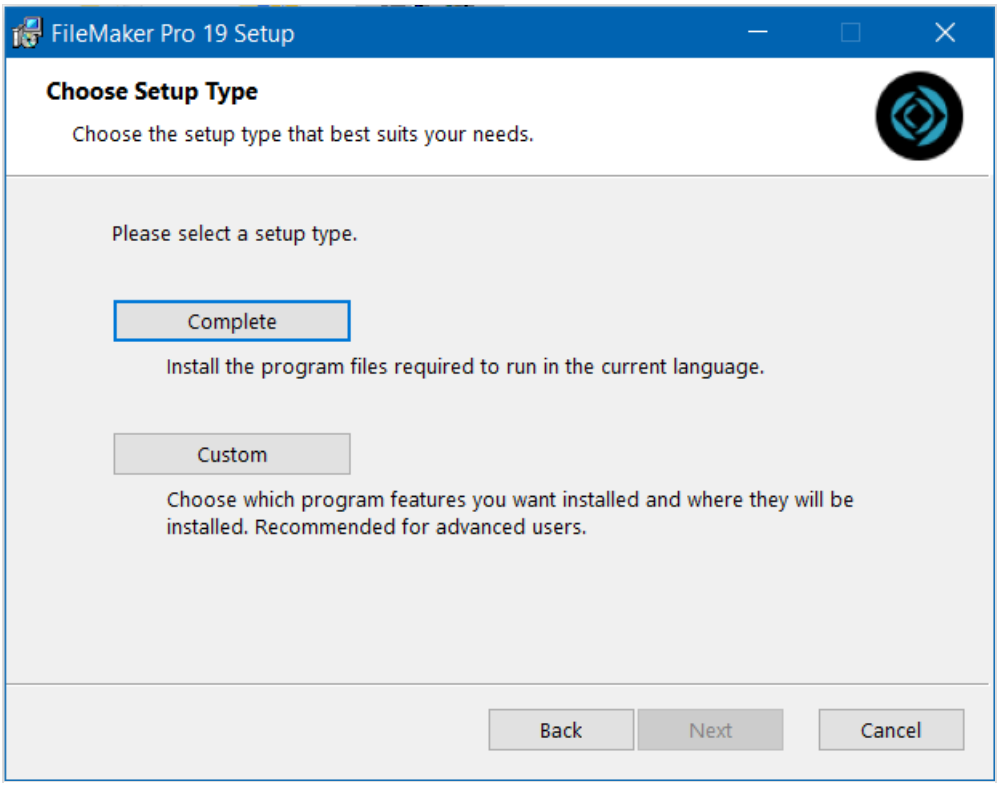
8. At the Customer Information dialog:
    - Verify that the **License Certificate** option is marked and the license key is displayed.
      Note: If your license key was *not* placed in the default Downloads folder, you must click Browse for Certificate and manually locate it.
    - Verify that the '**Anyone who uses this computer**' option is marked.
    - Click **Next**.



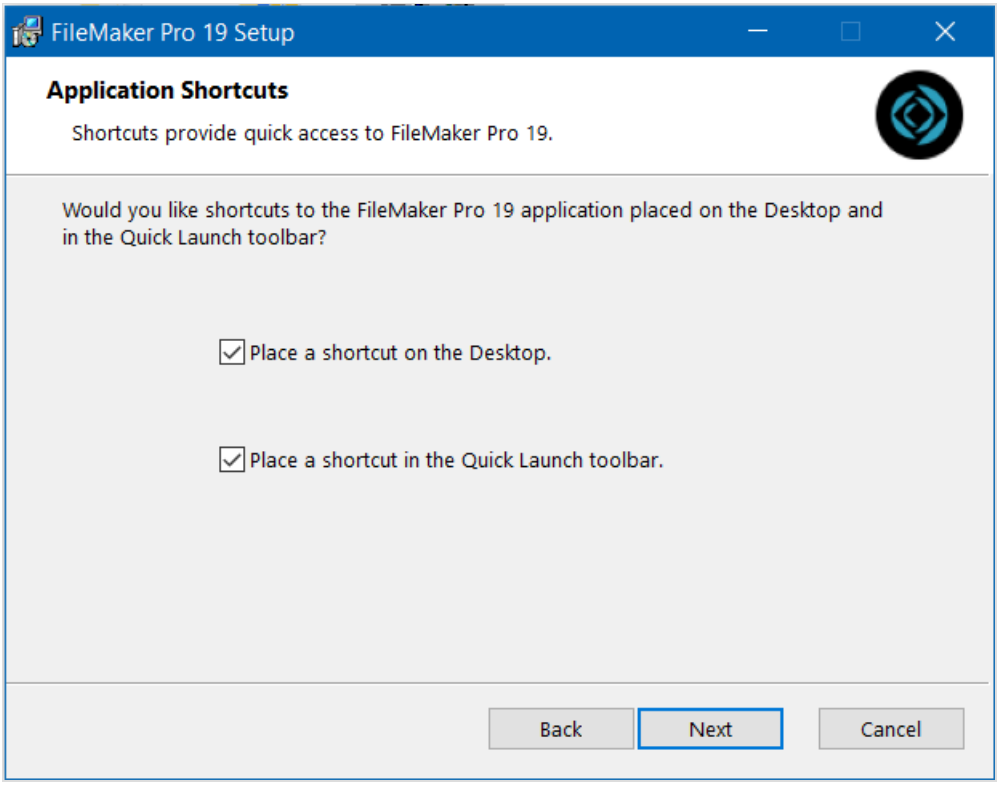
9. Specify the destination folder as directed by your system admin, then click **Next**.



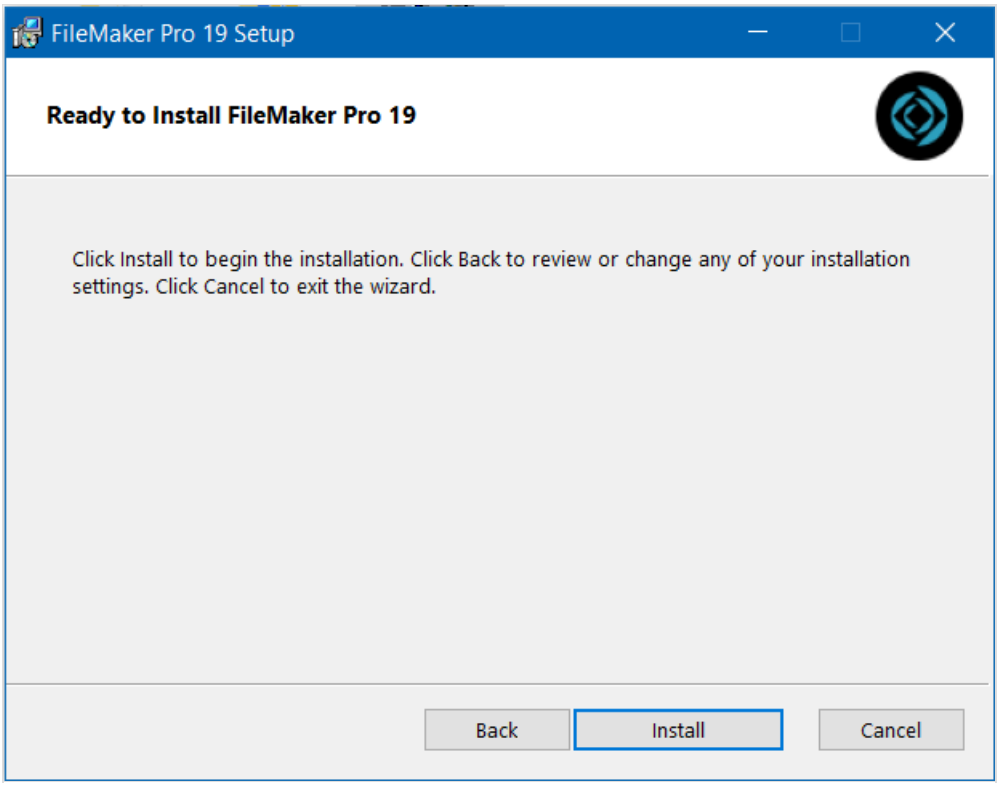
10. Unless your system administrator has given other instructions, click **Complete**.



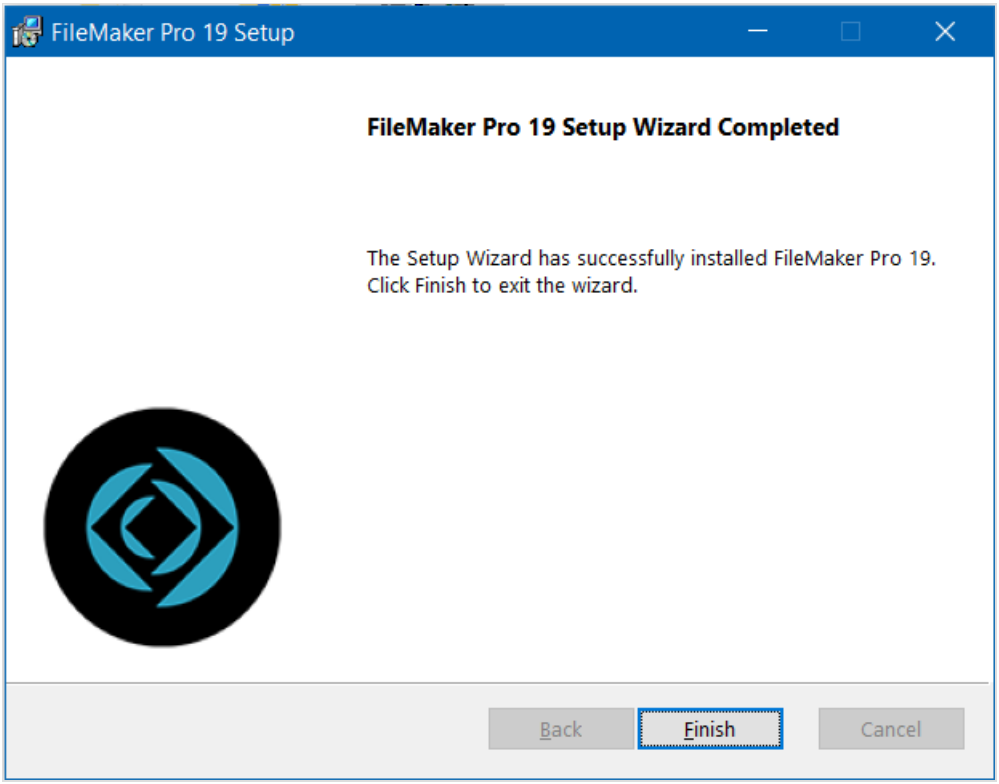
11. Select the application shortcuts you prefer, then click **Next**.



12. Click **Install**.



13. After the installation process has completed, click **Finish**.



You are ready to [login to aACE](https://aace6.knowledgeowl.com/help/logging-in-and-out-of-aace). To streamline access, you can also [obtain a launcher](https://aace6.knowledgeowl.com/help/accessing-aace-using-a-launcher).