

FileMaker Secure Connections Note

February 2019

The Problem:

One of our customers recently experienced an issue where a user trying to open Denbigh Admin for the first time, with the usual opener file, was unable to do so.

The problem was that the user had not separately acknowledged that they wished to connect to an unsecured server.



The user level fix:

Use FileMaker Pro's "Open Remote" dialog to select the FileMaker Server, then check the checkbox to "Always permit connection to this host".

The Fix:

Purchase and install an appropriate security certificate. Information and instructions for doing so are located at the following link, **and on page two of this document**:

https://support.filemaker.com/s/answerview?language=en_US&anum=000024963

IMPORTANT NOTES:

1) “self signed” certificates are NOT supported, Certificates must be verifiable with a trusted provider.

2) The “certificate signing request” should be generated using the FileMaker Server tool for creating them. See

https://fmhelp.filemaker.com/help/17/fms/en/index.html#page/FMS_Help%2Fconfig-csr-create.html

That CSR should then be submitted to a supported vendor, and the resulting certificate can then be installed using the FileMaker Server tool.

https://fmhelp.filemaker.com/help/17/fms/en/index.html#page/FMS_Help%2Fconfig-csr-import.html%23

PLEASE NOTE this is NOT a Web server certificate for IIS on Windows or APACHE on Mac, it is a certificate that is imported directly into FileMaker Server.

3) From FileMaker 17 onwards a “wildcard” certificate is officially supported.

4) it is important that there is an appropriate DNS entry for the host name of your FileMaker Server that matches the the SSL Certificate you install on your FileMaker Server

5) When setting up a FileMaker 17 server, the server administrator has the ability to bypass installing a security certificate at that time, whereupon the server will present them with a dialog that they must agree to accepting the risk of unsecured connections. The server administrator can, at a later time, use FileMaker Server to generate a Certificate Signing Request, and then install a SSL certificate created from that request.

6) FileMaker 14 was end-of-lifed in September 21, 2018, and FileMaker 15 will be end-of-lifed on September 20, 2019, and FileMaker 16 will be end-of-lifed September 18, 2020. Customers should put in place plans to upgrade your FileMaker Server and FileMaker Pro installations to supported versions of FileMaker, so that the security of your data be as safe as possible. Official information on product version life is here:

<https://www.filemaker.com/support/product-availability.html>

If you require assistance in setting up your FileMaker Server, please contact us for help.