
interMediate Software FileMaker Server and Citrix Updating Guide



FileMaker Server supports two methods of network client access: FileMaker Pro clients and Citrix clients. Citrix clients share access to a computer running FileMaker Pro and Citrix Presentation Server 4.5, which in turn runs as a FileMaker Server client. This guide covers back up copying and updating of FileMaker Pro, FileMaker Server and interMediate for systems that are already installed and running in a Citrix environment. Procedures are described concisely, for use by trained systems staff.

FileMaker Server file locations and permissions

FileMaker Server may be run for FileMaker or Citrix clients on either Windows or Mac OS X operating systems. interMediate files are stored in the default location at:

Windows - C:\Program Files\FileMaker\FileMaker Server\Data\Databases\interMediate Folder

Mac OS X - /Library/FileMaker Server/Data/Databases/interMediate Folder

Permissions are restricted inside the FileMaker Databases folder and file permissions are set by the FM Server Admin Console as the files are uploaded. Other Database folders can be specified, but must always be stored on local volumes, not network disks.

FileMaker server scheduled back up copying

FM Server includes hourly, daily and weekly back up schedules for automatically copying live databases to a back up folder on a mounted volume, as specified by the FM Server user.

FileMaker server manual back up copying

Before updating interMediate or FileMaker Server, the Administrator must first stop the server and move the interMediate Folder from the FileMaker Server Databases folder to the local desktop. Then open interMediate as Administrator using FileMaker Pro, go to Housekeeping and click the button to make a manual back up copy of interMediate. This back up is stored in Desktop / interMediate Folder / interMediate Back Up.

NB To ensure that interMediate is available to users in the intervals between updates to FileMaker Server, FileMaker Pro and interMediate, the updates must be done in the order shown below.

Updating FileMaker Server

New versions of FileMaker Server and FileMaker Pro are usually released together and should be installed or updated at the same time. Minor releases may be skipped if not required to run interMediate. FileMaker Server updaters are provided on a Resolute Systems disc, or may be downloaded. The disc contains the enterprise edition of FileMaker Server, licensed to Resolute Systems for bundling with interMediate.

Updating may be by Resolute Systems via VPN access to the database server or by the customer's systems staff. The procedure is as follows:

- exit interMediate on the Citrix host;
- on the database host, open the FM Server Console and stop FM Server (top left);
- exit the FM Server Console;
- move the interMediate Folder from the FM Server Databases folder to the local desktop, replacing any older version already there;
- in the interMediate Folder, using FileMaker Pro, open interMediate.fp7 and log in as Administrator;
- go to interMediate Housekeeping;
- click the Back Up button to make a manual back up copy of interMediate in interMediate Folder / interMediate Back Up;

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exit interMediate and FileMaker Pro;
insert the FileMaker Server disc and run the installer / updater;
new versions require an install code provided by Resolute Systems by phone;
when installation has finished, restart the computer;
start FM Server Console, re-entering the user name and password;
start the Upload Database Assistant (bottom left);
create the interMediate Folder as a sub-folder inside the FM Server Databases folder;
click the + to open the newly created folder;
re-load the databases from the desktop interMediate Folder into the interMediate Folder inside the FM Server Databases folder;
as the Upload Databases Assistant finishes, accept its default to open the uploaded databases;
interMediate is now available online;
in FM Server Console, check the following administration and configuration settings:
 Databases / the database list includes interMediate.fp7, interMediateHelp.fp7 ,
 interMediateMenus.fp7, and iMAssessment.fp7, all showing as Normal,
 Database Server / Security, secure connections On,
 Database Server / Default Folders / backup folder path is correct,
 General Settings / Server Information / server name is correct,
 General Settings / Auto Start On,
 Schedules / the back up schedules are correct;
exit the FM Server Console;
from the interMediate Folder on the desktop, move the interMediate Back Up folder and its contents into
the interMediate Folder inside the FM Server Databases folder;
delete the interMediate Folder from the desktop.

Updating FileMaker Pro on a Citrix host

New versions of FileMaker Server and FileMaker Pro are usually released together and should be installed or updated at the same time. Minor releases may be skipped if not required to run interMediate.

FileMaker Pro updaters are provided on a Resolute Systems disc, or may be downloaded. The disc contains the enterprise edition of FileMaker Pro, licensed to Resolute Systems for interMediate.

Updating may be by Resolute Systems via VPN access to the Citrix server or by the customer's systems staff. The procedure is as follows:

exit interMediate on the Citrix host;
insert the FileMaker Pro disc;
copy the installer to the desktop and eject the disc;
run the installer;
new versions require an install code provided by Resolute Systems by phone;
accept all the installer defaults, entering "enter your user name here" as the user name;
when installation has finished, Citrix users can log in.

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Updating interMediate with a manual back up copy

interMediate updaters are provided as web downloads, triggered by emailed links. The links arrive in an email with release notes for the new version. They appear about 3 - 4 times a year.

FileMaker Server updaters are provided by post on a Resolute Systems disc, or may be downloaded. The disc contains the enterprise edition of FileMaker Pro, licensed to Resolute Systems for interMediate.

Updating may be by Resolute Systems via VPN access to the database server or by the customer's systems staff. The procedure is as follows:

- on the interMediate database host, download an interMediate updater from a web link;
- save the downloaded Zip file on the desktop, then decompress it;
- on the Citrix host, exit interMediate;
- on the database host, open the FM Server Console and stop FM Server (top left);
- open the FM Server Databases folder and move its interMediate Folder to the desktop;
- put the decompressed Updater and Help files in the interMediate Folder, replacing the originals;
- using FileMaker Pro, open interMediate.fp7 and log in as Administrator;
- go to interMediate Housekeeping;
- click the Back Up button to make a manual back up copy of interMediate in interMediate Folder / interMediate Back Up;
- click the Update button to run the Updater;
- wait for the updater to finish, tidy up and exit FileMaker Pro;
- re-start interMediate as Administrator;
- in Users, re-enter the user accounts, making a note of the automatically assigned passwords; "CitrixUser" is a reserved term in FM Server and must not be used as an interMediate account name;
- if the release notes specify any new menus, in Preferences, click Open Menus to add them;
- exit FileMaker Pro;
- in FM Server Console, re-start FM Server;
- start the Upload Database Assistant (bottom left);
- create the interMediate Folder as a sub-folder inside the FM Server Databases folder;
- click the + to open the newly created folder;
- re-load the databases from the desktop interMediate Folder into the interMediate Folder inside the FM Server Databases folder;
- as the Upload Databases Assistant finishes, accept its default to open the uploaded databases;
- check that the status of the uploaded files shows as Normal;
- exit the FM Server Console;
- from the interMediate Folder on the desktop, move the interMediate Back Up folder and its contents into the interMediate Folder inside the FM Server Databases folder;
- delete the interMediate Folder from the desktop;
- advise the users of their new passwords.

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