



# Getting the Latest Release

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- **Contact Pacific Solution's support team to get an evaluation for the new release.**
- **We want to make sure you are on a compatible version of FileMaker.**
- **If our evaluation checks off all the boxes then we will send you a link and instructions to complete your own unmanaged update.**
- **If our evaluation does not check off all the boxes then we will contact you to go over what needs to be addressed before we can proceed. Many time when this happens it becomes necessary for us to assist with upgrade. Usually there is need for a FileMaker Engine upgrade, Enterprise Applications need to be upgraded, or we have determined your server is needs to have an issue addressed before the update can be performed.**
- **What do I need for Warehouse Management: iPad Version, Printers, Mesh Wireless Network**



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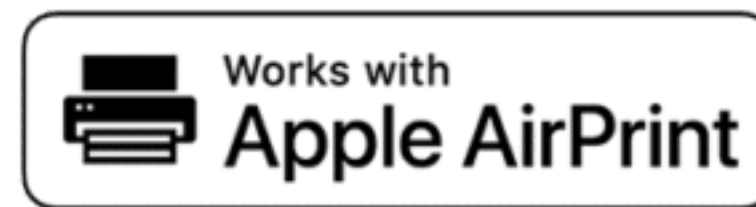


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## **Wireless Network Recommended Brands**

Ubiquiti Networks  
Netgear Orbi Business Mesh

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- The Latest release notes, latest hardware requirements, and a request for update form can be found at <https://www.pacific-solutions.com/upgraderequest.html>



# Request an Update/Upgrade

Latest Release: v21b5.11

[View Release Notes](#)

[How do I access the Help Center?](#)

*Service offered to active clients on a maintenance agreement*

Pacific Solutions' support and development teams are constantly making improvements and enhancement to FloorManager and JobRunner systems. You may find yourself ready for an update that gets your Pacific Solutions management system onto the latest and great build. In order to update, your JobRunner or FloorManager system must be running on FileMaker database licenses that can hold all the system improvements. Our latest build runs on FileMaker 19 (FM19) licenses and are required for UPGRADE.

**If you are interested in getting on the queue for UPGRADE, please carefully read these three important requirements before signing up for upgrade:**

## 1. Hardware Requirements

These are the server and workstation specifications needed to run the upgrade to FileMaker 19. Make sure your hardware meets these requirements before signing up for UPGRADE. ***Please note that VIRTUAL SERVERS are NOT supported under any circumstance.***



server\_system\_requirements\_fm19.docx  
[Download File](#)

## 2. Maintenance Changes

In the past, clients have paid upfront in full for new FileMaker licenses. FileMaker licenses are now sold and renewed annually, so Pacific Solutions is offering to roll the licenses costs in your monthly maintenance. We can offer these licenses at wholesale as pass-through costs to Pacific Solutions. With the wholesale rate and spreading out the costs into monthly or annual maintenance, we hope to make the upgrade process more fiscally reasonable. A quote for the new maintenance rate will be sent to you for approval before we schedule your UPGRADE.

Additionally, as FileMaker licenses are now sold on an annual renew basis, Pacific Solutions will upgrade your FileMaker licenses at renewal when needed at no added costs! (Please note that FileMaker license versions do not necessarily change every year. The time for future upgrades also depends on when the development team finishes an update on a new version of FileMaker licenses.)

## 3. Education

As an act of partnership with our clients, we are not charging for the I.T. labor to upgrade systems to FM19 or update to the current build immediately following UPGRADE. For clients coming from FM15 and FM16, we provide self-guided training material for your staff to educate themselves on the changes in the system on FM19. If your company is coming from FM14 or earlier, we do require a minimum of four hour of one-of-one training for your team with a Pacific Solutions trainer. More training can be purchased if necessary, but our experience trainers have concluded that the training to transition from FM14 or earlier is much too extensive for the self-guided resources and need a minimum of four hours of training in preparation for UPGRADE.

# Update/Upgrade Request Form

*\* Indicates required field*

Name \*

First

Last

Company \*

Email \*

Your Role in the Company \*

Management Software Version \* 

Comments or Questions

I have read the required Hardware Specs (above) and confirm that our server and workstations meet the specifications. \*

Yes

Not yet, but I understand we cannot upgrade until all hardware meets the above specs

Submit