



# JOINING SERVERS TO M-FILES MANAGE

VERSION 1.9 | LAST UPDATED 26 FEBRUARY 2026

This document gives you information about M-Files Manage in on-premises environment and tells you how to join a server to M-Files Manage.

## 1. Introduction

### 1.1 General

To use M-Files Manage in an on-premises environment, you must join your M-Files server to M-Files Manage. When you do this, the user and vault information is pushed from the server to the M-Files Manage database in Azure. Your M-Files Server and M-Files Admin must use M-Files February '24 Update or later.

### 1.2 Overview of M-Files Manage

M-Files Manage is a web application that lets you control M-Files users and their access to the vaults of your subscription. M-Files Manage shows accurate subscription and license information that gives you valuable insight into how M-Files is used in your organization and helps you optimize it.

For more information, refer to Manage [Solution Description - M-Files Manage](#) and [M-Files Manage User Guide](#).

### 1.3 Information Synchronization

When you join your M-Files server to M-Files Manage, this information is pushed to the M-Files Manage database in Azure:

- Name and GUID of the server connection
- Name and GUID of the vaults on the server
- Login accounts and login account properties on the server
- Users and user properties of all vaults on the server
- User groups and user group properties of all vaults on the server

After the synchronization is complete, all changes to this information are synchronized between M-Files Admin and M-Files Manage.

### 1.4 Prerequisite: Authorization of Server Serial Number in M-Files Manage

Before you join a server to M-Files Manage, you must have the serial number of your server authorized by the M-Files Support Team.

Contact M-Files Support and give this information:

- **Server Serial Number / Subscription ID**
- **Email Address of the Subscription First Admin**
  - This is the address to which the M-Files Manage invitation is sent.
  - If you already use M-Files Cloud vaults, the Subscription First Admin has access to M-Files Manage, and no new invitation is required.

You must complete the authorization **before** you try to join the server to M-Files Manage.

## 1.5 Security and Privacy

To enable M-Files Manage for on-premises installations, login accounts must be synchronized with the M-Files backend. M-Files processes such login account data as a separate data controller. M-Files' data processing practices are set out in our [Privacy Notice](#).

M-Files meets the legal requirements for lawful processing of the login account data and has implemented technical and organizational security measures appropriate to the risk. However, it is up to you and your organization to determine and decide whether it meets your organization's applicable policies and obligations to allow M-Files to process the login account data as a data controller.

If you have questions about the GDPR or other privacy concerns, write to M-Files Data Protection Officer at [privacy@m-files.com](mailto:privacy@m-files.com).

## 2. Taking M-Files Manage into Use in On-Premises Environment

To take M-Files Manage into use in an on-premises environment, you must first register and then join your server to M-Files Manage.

To join the server, select the server connection in M-Files Admin, click **Join to M-Files Manage**, and enter your M-Files Manage credentials to start the operation. For more instructions, see section 2.3.

### 2.1 Prerequisites

Your M-Files Server and M-Files Admin must use M-Files February '24 Update or later.

Your server's firewall is configured to allow outbound traffic to <https://mfmgmtapiproduct.cloudvault.m-files.com/> on port 443.

### 2.2 Registering to M-Files Manage

For instructions, refer to [Starting the Use of M-Files Manage](#).

## 2.3 Joining a Server to M-Files Manage

Before you start the join operation, make note of this important information:

- Make sure that there are up-to-date vault backups available.
  - For instructions, refer to [Backing Up a Document Vault](#).
- Make sure that the server's firewall allows outbound traffic to <https://mfmgmtapiproduct.cloudvault.m-files.com> on port 443.
- If you join many servers, plan the join sequence.
  - If the servers have login accounts with the same username (for example, *admin*) but different other login account properties (for example, the password), these login accounts will have the information that was synchronized last. We thus recommend that you join test and development servers first and production servers last.
- If your environment uses [Multi-Server Mode](#), you must take all the vaults on the server offline for the duration of the join operation. Schedule the operation to take vaults offline in a controlled manner.
- If **vault-level login accounts** are enabled on the server, the option to join the server to M-Files Manage is not visible unless you change the value of this DWORD registry setting to 1:  
HKEY\_LOCAL\_MACHINE\Software\Motive\M-Files\*<version>*\Server\MFServer\MFCloudmanagementCanAlwaysJoin
  - For the changes to take effect, you must restart the M-Files Server service and M-Files Admin.
  - For information on vault-level login accounts, refer to [Enabling Vault-Specific Login Accounts](#).
- Make sure that you use the subscription admin account for the correct on-premises server subscription in M-Files Manage.
  - The subscription is selected during the join operation.
  - If you manage more than one subscription, it is **very important to select the correct subscription**. The server will start to use licenses set up for that subscription after the join operation. **The subscription selection cannot be undone.**
- Make sure that you have the M-Files system administrator permissions on the server.

To use a HTTPS proxy in the communication with M-Files Manage during the join operation, configure the HTTPS proxy before the join operation. See section 2.3.

To join a server to M-Files Manage:

1. Open M-Files Admin.
2. In the left-side tree view, expand a connection to M-Files server.
3. On the right-side pane, click **Join to M-Files Manage**.

If vault-level login accounts are enabled on the server, the option to join the server to M-Files Manage is not visible by default. Read the related [important information](#) at the beginning of this section to continue.

**Result:** The M-Files Manage login page is opened.

4. Log in to M-Files Manage with a subscription admin account.
  - If you are a subscription admin in many subscriptions, read the related [important information](#) at the beginning of this section. **Select the correct subscription in the list.** The selection cannot be undone.

**Result:** The join operation is started. Login accounts, vault users, and vault user groups from all the vaults attached to the server are synchronized to M-Files Manage.

If you get a warning that a vault GUID is not unique, the join operation cannot be completed. To change the vault GUID, go to the document vault properties in M-Files Admin and **click Change Unique ID**. Then, join the server again.

To see whether the join operation is complete:

1. Log in to M-Files Manage at <https://manage.m-files.com>.
2. In the left-side page navigation, click **Servers**.

**Result:** The **Servers** page is opened. If the server to be joined has the join incomplete icon (🔄) in front of the name, the join is not complete.

When the join is complete, you can repeat the process to join another server.

## 2.4 Configuring a HTTPS proxy

To configure a HTTPS proxy, add these registry settings on the server computer:

Key	HKEY_LOCAL_MACHINE\Software\Motive\M-Files\<version>\Server\MFServer	
<b>Value name</b>	OneDbDetectProxy	
<b>Value type</b>	REG_DWORD	
<b>Description</b>	This setting enables HTTPS proxy.	
<b>Value</b>	0	When the value is set to 0, the setting is disabled. If you set another value, such as 1, the setting tries to use it as IP or DNS of HTTPS proxy.
<b>Value name</b>	OneDbProxyName	
<b>Value type</b>	REG_DWORD	
<b>Description</b>	IP or DNS of your proxy.	
<b>Example value</b>	proxy.contoso.com 80.123.123	

After you have set these registry settings, the join operation will use your proxy to communicate with M-Files Manage. You can find instructions on how to join the server to M-Files Manage in section 2.3.

## 3. Using M-Files Manage in On-Premises Environment

In an on-premises environment, you can use all the same functionalities of M-Files Manage as in M-Files Cloud environment and even more. This section tells you the on-premises-specific functionalities of M-Files Manage. For general information on using M-Files Manage, refer to [M-Files Manage User Guide](#).

In on-premises environment, you can do these additional operations in M-Files Manage:

- On the **Users** page, add and remove system administrator rights.
- On the **Vaults** page, detach vaults from M-Files Manage.
  - We recommend that you detach vaults in M-Files Admin. That way, they are detached also from M-Files Manage.

The **Servers** page is dedicated for on-premises environments. Here you can see and export server information, such as the attached vaults and system administrators.

### 3.1 Custom code processing for login accounts

If you have custom code that edits login accounts on the vault level, you must redesign your solution. M-Files Manage controls account information on subscription level. Editing this data on the vault level would compromise security.

You can enable the **Use vault-level user synchronization** setting on the Vaults page in M-Files Manage to allow vault-level user synchronization to edit users of the subscription. However, this can cause a security risk and is not recommended.

## 4. Unjoining a Server from M-Files Manage

Use this operation to remove a server from M-Files Manage and run it as a standalone on-premises server again. After unjoining, synchronization between M-Files Admin and M-Files Manage stops for the items that were previously synchronized (server and vault identifiers, login accounts, users, and user groups).


### Effects of unjoining

- The server returns to on-premises operation and is removed from the Manage “Servers” list.  
**Note:** You will have to wait up to 15 minutes for an unjoined server to be removed from M-Files Manage
- User updates stop until you rejoin the server
- License automation is disabled until you restart the server or rejoin the server

### Before you start

- You are an M-Files system administrator on the server and a subscription admin in M-Files Manage.  
**Note:** Ensure you have up-to-date vault backups before significant configuration changes.

### To unjoin a server

1. Sign in to [M-Files Manage](#).
2. In the left-side navigation, select **Servers**.
3. Select the server to unjoin
4. Open the three-dot menu (  ) and select **Unjoin**.
5. In the confirmation dialog, select the consent check box: “I understand license and user updates will stop when I unjoin the server.”
6. In the text field, enter "unjoin" to continue.

7. Select **Unjoin** to start the operation.

**!** Unjoin server from Manage

You are about to unjoin this server from M-Files Manage. Keep in mind:

- The server becomes on-premises
- User updates stop until you rejoin the server
- License automation will be disabled until you restart the server or rejoin
- You will have to wait up to 15 minutes for an unjoined server to be removed from M-Files Manage

I understand license and user updates will stop when I unjoin the server

Enter "unjoin" to continue. \*

### Verifying removal

Return to **Servers** in Manage. The unjoined server disappears from the list after the backend completes cleanup (can take up to 15 minutes).

### Rejoining later

If you need to manage the server again from Manage, follow the steps in [Joining a Server to M-Files Manage](#).

## 5. Change History

The table describes the changes by document version.

VERSION	DATE	ESSENTIAL CHANGES
1.0	2022/03/30	Initial version.
1.1	2024/02/20	Updated M-Files Manage user guide links to point to the web guide. Other minor changes.
1.2	2024/03/26	Added many clarifications to the section about joining a server to M-Files Manage.
1.3	2024/04/18	Added section 2.4 about using a HTTP proxy and important information about vault-level login accounts to section 2.2.
1.4	2024/08/09	Added M-Files Server and Admin version requirements.
1.5	2024/10/11	Section 3.1 added. Necessary firewall configurations added.
1.6	2025/02/17	One link updated.
1.7	2025/07/15	Note added to the section "Joining Servers to M-Files Manage"
1.8	2025/11/13	Added a section on how to unjoin servers from M-Files Manage and adjusted a note.

## 6. Reference Documents

Refer to these documents for additional information:

- [M-Files Manage User Guide](#)
- [Solution Description - M-Files Manage](#)
- [Starting the Use of M-Files Manage](#)