

# BackTrack Licensing Guide

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## BackTrack Licensing Guide

**NOTE: all pricing and contact information in this document is preliminary, pre-launch and subject to change!**

This document and others will be updated ASAP to reflect reality.

### Overview

BackTrack uses a **file-based licensing system** that is simple, secure, and works offline. This document explains how licensing works, the different license types available, and how to manage your license.

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## How Licensing Works

### License File

- **File Name:** Your license must be named `backtrack.license`
- **Location:** Place it in the **same directory** as the BackTrack executable
  - **macOS:** `/Applications/KrankyBearbacktrack.app/Contents/MacOS/`
  - **Windows:** `C:\Program Files\BackTrack\` (or wherever you installed it)
  - **Linux:** `/opt/KrankyBearBackTrack/` (DEB/RPM) or wherever you extracted it

### How It Works

1. **You receive:** An email with your `backtrack.license` file attached
2. **You install:** Copy the file to the same directory as your BackTrack executable
3. **BackTrack verifies:** The license is validated each time the application starts
4. **You're licensed:** If valid, BackTrack runs normally with your licensed features

### License Validation

- ☐ **Offline Validation:** License checking works without an internet connection
- ☐ **Cryptographic Signing:** License files are digitally signed and cannot be tampered with
- ☐ **Machine-Independent:** Move your license between computers (within your licensed quantity)

- ☐ **No Phone Home Required:** BackTrack does not require internet connectivity to verify licenses
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## License Types

### 1. Trial License (FREE)

- **Duration:** 30 days from first launch
- **Features:** Full access to all features
- **Purpose:** Evaluate BackTrack before purchasing
- **Renewal:** Not renewable - upgrade to a paid license before expiration

### 2. Perpetual License (One-Time Purchase)

**Best for:** Practices that want to own their software outright

- **Cost:** One-time payment based on number of users/computers
- **Duration:** **Lifetime** - no expiration
- **Support & Updates:**
  - First **12 months included**
  - Optional annual renewal for continued updates and support
  - Software continues to work after support expires, just no new updates
- **Pricing Example:**
  - Single user: \$299
  - 2-5 users: \$499
  - 6-10 users: \$799
  - 11+ users: Contact for quote

### 3. Monthly Subscription

**Best for:** Practices wanting low upfront cost and flexibility

- **Cost:** Recurring monthly fee per user/computer
- **Duration:** Month-to-month, cancel anytime
- **Support & Updates:** Always included as long as subscription is active
- **Pricing Example:**
  - Per user: \$29/month
  - Volume discounts available

### 4. Annual Subscription

**Best for:** Practices wanting lower cost than monthly with yearly commitment

- **Cost:** Recurring annual fee per user/computer
- **Duration:** 1 year, auto-renews unless cancelled
- **Support & Updates:** Always included as long as subscription is active
- **Savings:** Typically 15-20% less than monthly (equivalent to ~10 months)
- **Pricing Example:**

- Per user: \$299/year (equivalent to \$24.92/month)
  - Volume discounts available
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## License Management

### Initial License Delivery

When you purchase BackTrack: 1. You receive an email from: support@krankybearbacktrack.com  
2. The email contains: - Your backtrack.license file as an attachment - Installation instructions - Your license details (type, expiration date, user count) - Support contact information

### Installing Your License

#### macOS:

*# Copy to the app bundle*

```
cp backtrack.license /Applications/KrankyBearbacktrack.app/Contents/MacOS/
```

#### Windows:

*# Copy to installation directory*

```
copy backtrack.license "C:\Program Files\BackTrack\"
```

#### Linux:

*# Copy to installation directory*

```
sudo cp backtrack.license /opt/KrankyBearBackTrack/
```

### Verifying Your License

1. Launch BackTrack
2. Go to **Help** □ **About**
3. License information will be displayed:
  - License type (Trial/Perpetual/Subscription)
  - Expiration date (if applicable)
  - Number of licensed users/computers
  - Support expiration date (for perpetual licenses)

### License Renewal (Subscriptions)

- **Automatic Renewal:** Subscriptions auto-renew unless you cancel
- **Grace Period:** 7-day grace period if payment fails
- **Email Notifications:** You'll receive renewal reminders 30, 14, and 7 days before expiration
- **New License File:** Updated license file will be emailed after successful renewal

### Support Renewal (Perpetual Licenses)

After your initial 12 months of support: - **Optional:** Renew for another 12 months to receive updates and support - **Cost:** Typically 20% of original purchase price - **No Pressure:** Software continues

to work if you don't renew, you just won't get new features - **Email Reminder:** You'll be notified 30 days before support expires

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## Multi-Computer/Multi-User Licensing

### How It Works

- Each license specifies the number of **concurrent installations**
- Example: A "5-user" license allows BackTrack to be installed on 5 computers simultaneously
- **Named Users:** Licenses are typically tied to specific practice locations/users

### Adding More Users

To add more users/computers to an existing license: 1. Contact support: [support@krankybearbacktrack.com](mailto:support@krankybearbacktrack.com)  
2. Purchase additional user licenses 3. Receive an updated `backtrack.license` file 4. Replace old license file with the new one on all computers

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## License Expiration & Renewal

### What Happens When a License Expires?

**Trial Licenses:** - Application will prompt you to purchase a license - Read-only access to existing data for 30 days (export/backup only) - No new appointments or data entry

**Subscription Licenses:** - Email reminders sent 30, 14, and 7 days before expiration - 7-day grace period after expiration - If not renewed: Same read-only behavior as trial

**Perpetual Licenses (Support Expired):** - Software **continues to work normally** - No new feature updates or bug fixes - Support requests may incur a fee - Can renew support at any time to resume updates

### Renewing a License

1. You'll receive a renewal reminder email with payment link
  2. Complete payment through the provided link
  3. New `backtrack.license` file will be emailed to you
  4. Replace old license file with new one
  5. No need to reinstall BackTrack - just restart the application
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## Upgrading or Downgrading

### From Trial to Paid

- Purchase any paid license type
- Install the new license file

- All your trial data is preserved

## Between License Types

- **Monthly** ☐ **Annual**: Credit applied for remaining monthly period
- **Annual** ☐ **Perpetual**: Credit applied for remaining annual period
- **Perpetual** ☐ **Subscription**: Contact support for options

## Switching License Types

Contact [support@krankybearbacktrack.com](mailto:support@krankybearbacktrack.com) with: - Current license type - Desired license type - We'll calculate any applicable credits and send you a quote

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## Planned Features

### Automatic License Updates (Coming Soon)

We're working on a "call home" feature that will: - ☐ Automatically check for license updates - ☐ Download renewed license files in the background - ☐ Notify you when your license is updated - ☐ Still work offline - only updates when internet is available - ☐ Secure, encrypted communication

**Note:** This will be **optional** and can be disabled in settings if you prefer manual license management.

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## Troubleshooting

### "Invalid License" Error

**Possible causes:** - License file is not named exactly `backtrack.license` - License file is in the wrong directory - License file is corrupted or modified - License has expired

**Solutions:** 1. Check file name (case-sensitive on Linux/macOS) 2. Verify file location matches executable directory 3. Re-download license file from email 4. Check license expiration in Help ☐ About 5. Contact support if issue persists

### "License Expired" Message

- **Trial**: Purchase a paid license
- **Subscription**: Renew your subscription through the provided link
- **Perpetual (Support Expired)**: Software still works! Renew support only if you want updates

## License File Backup

**IMPORTANT:** Keep a backup of your license file! - Store in a password manager (1Password, LastPass, etc.) - Email it to yourself - Keep in secure cloud storage (Dropbox, Google Drive) - **Don't lose it!** Replacing a license may incur a fee

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## Pricing & Purchasing

### Current Pricing (January 2026)

Visit our website for the most current pricing: <https://krankybearbacktrack.duckdns.org/pricing.html>

### Volume Discounts

- 6-10 users: 10% off
- 11-20 users: 15% off
- 21+ users: 20% off

### Educational/Non-Profit Discounts

- Educational institutions: 25% off
- Non-profit organizations: 20% off
- **Verification required:** Contact support for discount code

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## Support & Contact

### License Questions

- **Email:** support@krankybearbacktrack.com
- **Subject:** Include "License Question" for faster routing
- **Include:** Your practice name and current license type (if applicable)

### Lost License File

If you've lost your license file: 1. Email support@krankybearbacktrack.com 2. Include: Practice name, purchase email, purchase date 3. We'll verify and resend your license file 4. **First replacement:** Free 5. **Additional replacements:** May incur a small administrative fee

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## License Agreement

The complete license agreement, terms of use, and our Ethical Data Access Guarantee are in the LICENSE file included with BackTrack.

**Key Points:** - You own your data - We never access your data without explicit permission - No backdoors, no telemetry without consent - Data stays on your computers - HIPAA-compliant security measures

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## Questions?

**Website:** <https://krankybearbacktrack.duckdns.org>

**Email:** [support@krankybearbacktrack.com](mailto:support@krankybearbacktrack.com)

**Documentation:** See all included .md files for complete guides

We're here to help you succeed with BackTrack!