

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.

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

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

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

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 2. Purchase additional user licenses 3. Receive an updated `backtrack.license` file 4. Replace old license file with the new one on all computers

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

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 with: - Current license type - Desired license type - We'll calculate any applicable credits and send you a quote

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.

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

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

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

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

Questions?

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

Email: support@krankybearbacktrack.com

Documentation: See all included .md files for complete guides

We're here to help you succeed with BackTrack!