



Rock DocTrac™ Trial Download Frequently Asked Questions

General

How do I install the Rock DocTrac™ software for this trial?

Complete the download information sheet at: <http://rockdoctrac.com/trialdownload.asp>. Once completed and you click submit just follow the instructions on the subsequent pages.

How does this trial version differ from a purchased product?

They are functionally identical. The main difference is that the trial version cannot share its information with other Rock DocTrac™ installations. The purchased version allows multiple clients within your organization to access the same information. The trial will stop functioning after 60 days.

After installation Rock DocTrac™ crashes. What do I do?

Call us toll free at 888.688.1577 and we will remedy the situation.

Availability

How many people can use the Rock DocTrac™ trial?

Only one Rock DocTrac™ trial is allowed per computer. That said, the trial software can be downloaded and installed on different computers and each will run for 60 days. The different computers will not be able to share information though.

When does the Rock DocTrac™ 60-day trial begin?

The 60 days begin when you run the Rock DocTrac™ software for the first time. To run Rock DocTrac™, double click the icon on your desktop or launch the application from your Windows® Start menu.

What counts as 60 days?

The Rock DocTrac™ trial runs for 60 consecutive calendar days from the moment you first run the application.

Can I extend my Rock DocTrac™ trial beyond the 60 days or sign up again for another 60 days?

No, only one 60-day period of the Rock DocTrac™ trial is possible per computer.

Do I have to uninstall the trial upon completion?

No. If you are going to purchase Rock DocTrac™ and you have entered any information you want to keep, its best to leave Rock DocTrac™ installed on the computer. If you decide not to purchase Rock DocTrac™ you can uninstall it using the Add or Remove Programs in the Windows Control Panel.

Compatibility

Can I uninstall the Rock DocTrac™ trial without affecting my other software products?

Yes. Note that if you installed the version with runtime, when you uninstall Rock DocTrac™ the runtime will also be uninstalled.

Will any data that I create during the trial be useable if I decide to purchase Rock DocTrac™?

Yes.

These are Microsoft's minimum requirements for running Access:

Personal computer with an Intel Pentium 233-megahertz (MHz) or faster processor (Pentium III recommended). 128 MB of RAM or greater. Super VGA (800 × 600) or higher-resolution monitor. Microsoft Windows® 2000 with Service Pack 3 (SP3), Windows XP, or later.

Rock DocTrac™ requires that **MS Office** SP1 or SP2 is installed

Support

What if I have questions about Rock DocTrac™ during the trial?

Call us toll free at 888.688.1577 and we will be happy to answer all your questions. You can also e-mail us at support@rockdoctrac.com.