InfoHubX

Windows Installation, Licensing & Automatic Startup Guide

Installation • License activation • Task Scheduler • Gateway verification

Document version 1.2 | Updated 02 November 2026 | Application: InfoHubX

Customer Installation Guide

Integrated Visual Data Technology Inc

3439 Whilabout Terrace

Oakville, Ontario L6L 0A7

Canada, (905) 469-0985

infohubx.licensing@skidweigh.com

1. Before you begin

Audience	Customer IT administrator / authorized installer
Platform	Windows 10 or Windows 11
Installation directory	C:\Program Files\InfoHubX
Windows scheduled task	InfoHubX
Application network port	TCP 5000 (only when network access is required)

Use the InfoHubX installation package supplied by your vendor. You will need to have the below ready.

- A Windows user account with administrator access for installation and Task Scheduler configuration.
- The supplied InfoHubX.exe and any companion configuration, database, licence or support files included in the delivery.
- Confirmation of any customer-specific licence/activation instructions and network or serial-port settings.
- If another version is already installed, back up the application data before replacing files.

2. Install InfoHubX

1. Create the folder C:\Program Files\InfoHubX (administrator permission may be required).

2. Copy InfoHubX.exe and all files provided as part of the installation package into that folder. Keep companion files in their supplied relative locations.

3. If an existing database is being retained, do not replace it with an empty or sample database. Take a backup first.

4. Complete the license request and activation process described in Section 3. Then restart Windows before verifying Zigbee data collection.

5. Start InfoHubX.exe. On the same Windows computer, open a web browser (such as Microsoft Edge or Google Chrome) and enter http://127.0.0.1:5000 in the address bar to access the InfoHubX web application and License Activation page. After completing initial verification, close the application before configuring its scheduled task.

Important: InfoHubX may store or update files at runtime. Confirm that its configured data directory is writable by the account used to run the application.

3. License request and activation

InfoHubX uses an offline, digitally signed license tied to the Windows computer on which it is installed. The license verifies the computer Machine ID and the license validity period. A license issued for one PC cannot be assumed to work on another PC.

Web access for licensing: InfoHubX provides its interface through a web browser. On the Windows computer running InfoHubX, enter http://127.0.0.1:5000 in the browser address bar. From another computer on the same authorized network, use http://<InfoHubX-computer-IP-address>:5000, provided network access has been enabled as described in Section 5. The address 127.0.0.1 works only on the computer running InfoHubX.

3.1 Request a license

InfoHubX requires a license to operate. Each license is issued specifically for the Windows computer on which InfoHubX is installed.

To request a license, InfoHubX generates a small text file containing information used to identify the computer. This file allows IVDT to generate the correct license for your installation.

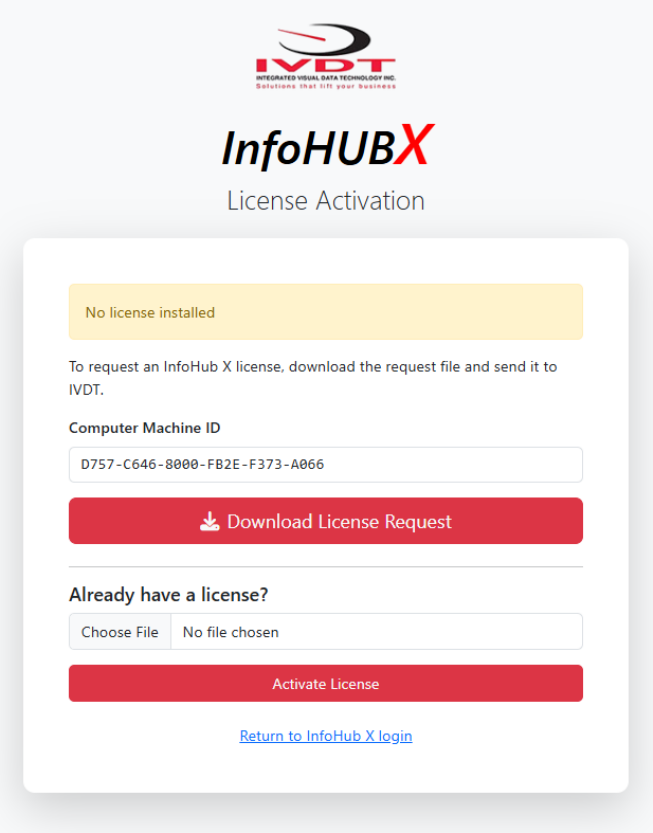
Follow these steps to request a license:

1. Install and launch InfoHubX on the Windows computer where it will be used.
2. Open a web browser on that computer and navigate to **http://127.0.0.1:5000**. If no valid license is installed, the **License Activation** page will appear.
3. On the License Activation page, locate the **Computer Machine ID** field. This is a unique identifier associated with your computer and is used to ensure that the license is issued for the correct machine.
4. Click the red **Download License Request** button. Your browser will download a text file named:

   InfoHubX_License_Request.txt

5. Locate the downloaded file, typically in your Windows **Downloads** folder. You can identify it by its filename and .txt extension. It may appear with a text document icon.
6. Send the **InfoHubX_License_Request.txt** file to IVDT "infohubx.licensing@skidweigh.com" as an email attachment. Do not rename, edit, or modify the file.
7. IVDT will use the information in the request file to generate a license specifically for your computer and return a signed license file named **InfoHubX.license**.

Important: The license request file is not the actual license. It is used only to request one. Once you receive **InfoHubX.license** from IVDT, follow the instructions in **Section 3.2 — Activate the License**.



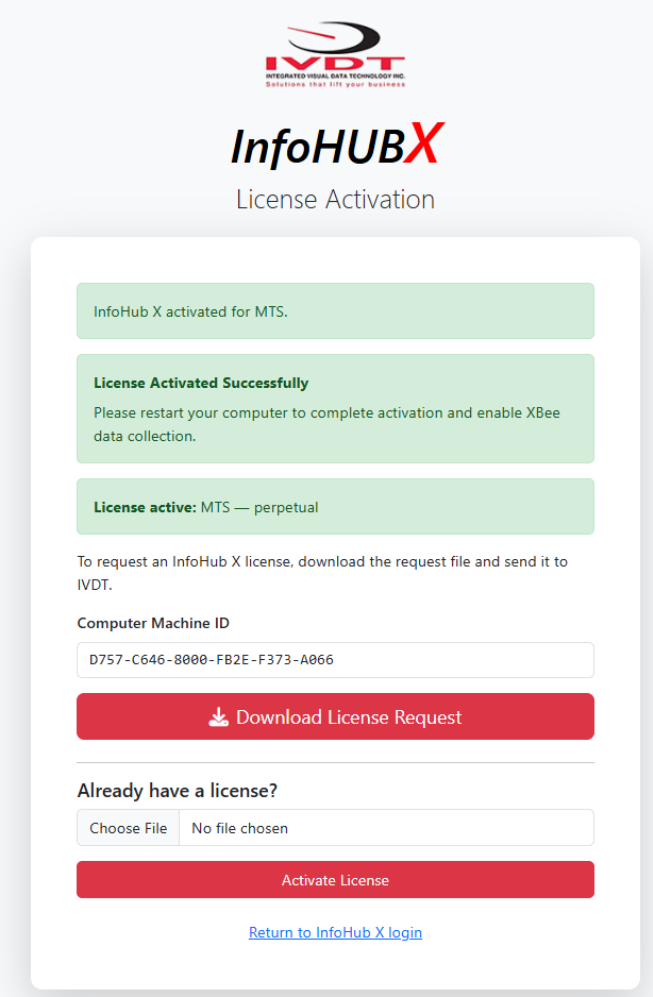
License Activation page — download the license request file

3.2 Activate the license

1. With InfoHubX running, open http://127.0.0.1:5000 in a browser on the host computer and navigate to the License Activation page.

2. Select the received InfoHubX.license file and click Activate License.

3. Follow the on-screen confirmation. Restart Windows after successful activation; the restart is required before Zigbee receiver operation is enabled.

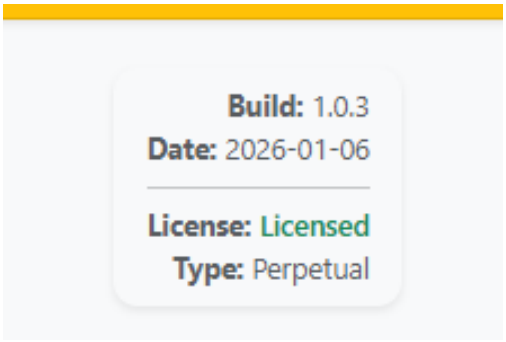


Successful license activation — restart Windows to enable XBee data collection

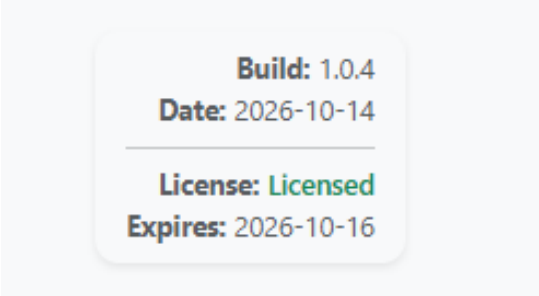
3.3 Confirm licensing and gateway operation

1. After Windows restarts, launch the InfoHubX application again. Open a web browser and access InfoHubX using the same method described in Sections 3.1 and 3.2: enter http://127.0.0.1:5000 on the computer running InfoHubX, or http://<InfoHubX-computer-IP-address>:5000 from another computer on the authorized network (if network access is enabled).

2. Verify that the license status displays Licensed. A perpetual license should display Perpetual; a time-limited license should display its expiration date.



Example: Admin Settings showing Licensed / Perpetual



Example: Admin Settings showing a time-limited license and expiry date

3. InfoHubX is configured to communicate with the XBee/Zigbee gateway on COM74. In Windows Device Manager, assign COM74 to the USB serial device connected to the gateway, as described in Section 3.4. Confirm that COM74 is available and that the gateway appears under Ports (COM & LPT).

4. After Windows restarts, confirm InfoHubX opens and incoming XBee data is visible in the dashboard or receiver view.

3.4 Configure the XBee gateway COM port in Windows

InfoHubX uses COM74 at 9600 baud for the connected XBee/Zigbee gateway. Set the gateway's Windows COM port number to COM74 before verifying data reception.

1. Connect the XBee/Zigbee gateway USB adapter to the computer.

2. Right-click the Windows Start button, select Device Manager, and expand Ports (COM & LPT).

3. Identify the gateway's USB serial device (for example, USB Serial Port (COMx)). If multiple devices are listed, disconnect and reconnect the gateway to determine which entry belongs to it.

4. Right-click the gateway's serial-port entry, select Properties, then open Port Settings → Advanced.

5. Under COM Port Number, select COM74, click OK, then close the Properties window. If COM74 is marked "in use," first determine what device or previous allocation is using it; do not reassign a COM port belonging to another active device.

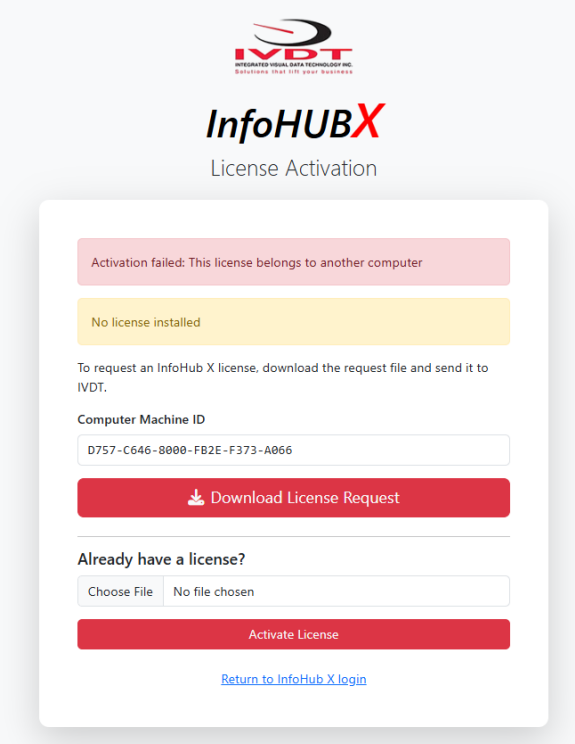
6. In Device Manager, verify that the gateway is now displayed as (COM74). If the change does not appear immediately, disconnect and reconnect the gateway, then check again.

7. Close and relaunch InfoHubX (or restart its scheduled task), open the web application as described in Sections 3.1 and 3.2, and confirm that gateway data is being received.

Note: Windows may present slightly different names depending on the USB serial driver. If the Port Settings → Advanced option is unavailable, contact your IT administrator or gateway supplier. Assign COM74 to the gateway, not to an unrelated serial device.

3.5 License-related troubleshooting

If activation fails, verify that the license file is the signed InfoHubX.license supplied for this same computer, that the file was not renamed or edited, and that its validity period has not expired. If the PC hardware or Windows installation changes, request guidance from IVDT for a replacement license.



Example: license issued for a different computer (Machine ID mismatch)

4. Configure automatic startup using Windows Task Scheduler

These steps start InfoHubX when Windows boots, without requiring a user to sign in.

1. Open the Windows Start menu, search for Task Scheduler, and select Run as administrator.
2. In the right-hand Actions pane, select Create Task (not Create Basic Task).
3. On the General tab, enter Name: InfoHubX. Select Run whether user is logged on or not and Run with highest privileges. Select the appropriate Windows version under Configure for.
4. On the Triggers tab, click New. Choose Begin the task: At startup; enable the trigger. Under Advanced settings, select Delay task for: 30 seconds where available, then click OK.
5. On the Actions tab, click New and select Start a program. Enter the fields shown in the table below.
6. On the Conditions tab, review power and network restrictions. For systems expected to operate unattended, remove conditions that would prevent startup in the intended environment.
7. On the Settings tab, select Allow task to be run on demand. Configure restart-on-failure settings in accordance with your IT policy, and ensure the task is not automatically stopped after a fixed duration.
8. Click OK to save the task. Approve any administrator or account confirmation prompts.

Program/script	**C:\Program Files\InfoHubX\InfoHubX.exe**
Add arguments	Leave blank unless supplied with your installation
Start in (optional)	C:\Program Files\InfoHubX

Do not include quotation marks in the Start in field. If a supplied installer script already creates the InfoHubX scheduled task, use the vendor-provided script instead of creating a duplicate task.

5. Verify the installation

1. In Task Scheduler Library, select InfoHubX and click Run. Verify that its Status changes to Running (the status display may not refresh immediately).

2. On the computer running InfoHubX, open a web browser and enter http://127.0.0.1:5000. Confirm that the InfoHubX page loads. If accessing InfoHubX from another computer on the same authorized network, enter http://<InfoHubX-computer-IP-address>:5000 instead, replacing the placeholder with the actual IPv4 address of the Windows computer hosting InfoHubX (for example, http://192.168.1.100:5000).

3. In Admin Settings → Build/Date/License, confirm the status is Licensed and check that the correct license type and expiration date (if applicable) appear.

4. Restart Windows and confirm InfoHubX launches automatically. Verify the dashboard and confirm XBee/Zigbee data is being received using the configured gateway COM port.

5. If Task Scheduler reports a failure, inspect the task History and Last Run Result, and review the InfoHubX application logs if supplied.

6. Updating InfoHubX

1. In Task Scheduler Library, find InfoHubX and select End to stop the running task. Confirm the InfoHubX.exe process has exited.

2. Back up the existing application folder and any live database, licence, and configuration files.

3. Replace only the application files identified in the update package. Preserve customer-specific files unless the release instructions explicitly direct otherwise.

4. Select InfoHubX in Task Scheduler and click Run.

5. Verify the version and operation of the updated application, then restart Windows to confirm automatic startup still works.

7. Troubleshooting

Issue	What to check
InfoHubX does not start after reboot	Verify trigger At startup, correct executable path, account permissions, and task History/Last Run Result.
Runs manually but not as a task	Verify Start in directory and runtime permissions for database/configuration files. A SYSTEM task may have different permissions than an interactive user.
Page does not load	Check whether the process is running, verify configured port/address, and check firewall rules. For local checks, try 127.0.0.1.
Hardware or serial connection unavailable	Confirm hardware is connected, COM-port configuration is correct, and the scheduled-task account has access.
Data or activation missing	Check that the live database, configuration and licence files were preserved and are accessible.