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Introduction

The App Center (hereinafter the System) is a solution designed for developers implementing Link for Device or Link for Web applications. The System allows to store the applications and support their lifecycle. The lifecycle implies an application registration, verification and validation (VAV), signing, ongoing assessment, and deprecation. An application that goes through VAV successfully can be:

- published in the System for HP global distribution. The published application is available for installation from the App Gallery.
- downloaded from the System and stored in a custom repository/USB drive for self-distribution. In this case, the application is not available in the App Gallery and can be distributed according to the distributor's needs.
- both published in the System and stored in a custom repository.

The System enables developers to manage their applications as follows:

- register (see “Register New Application” on page 14),
- edit (see “Edit Application” on page 17),
- monitor the VAV status (see “Application List” on page 17),
- cancel VAV (see “Cancel VAV” on page 25),
- create new version (see “Create New Application Version” on page 26),
- stop publishing (see “Stop Application Publishing” on page 26),
- publish (see “Publish Application” on page 26),
- remove (see “Remove Application” on page 27).

VAV is the responsibility of HP administrator. HP administrator is an IT administrator who monitors the registered applications and ensures they are properly tested and published. The System allows a developer to communicate with HP administrator during VAV. See “VAV Comments” on page 27.

Before you start using the System, sign up and get your user account. See “System Sign up” on page 8.

System Requirements

The System supports the following web browsers:

- Chrome 51.0.2704.84 or higher,
- Internet Explorer 11 or higher,
- Firefox 47 or higher.

System Login

To login to the System, you need to sign up first. See “System Sign up” on page 8. When HP administrator approves your account, you receive the corresponding notification. After that you can use your credentials to login to the System:

1. Open the supported web browser.
2. In the address bar enter https://appcenter.smartcloudprint.com and press Enter.
3. On the login page enter your email and password.
4. (Optional) Select the Remember me checkbox to keep your email for the next login.
5. Click **Sign in**/press **Enter**.

If you forget your email or password, click the **Forgot your username or password?** link. See “Find Username/Reset Password” on page 9.

**System Interface Overview**

The System interface view depends on the selected menu item.

The table below describes the System interface items.

<table>
<thead>
<tr>
<th>NO.</th>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>User ID</td>
<td>The account of the logged in user. It is a link you can click to access the Sign out button and log out of the System.</td>
</tr>
<tr>
<td>2</td>
<td>My page</td>
<td>A user profile link. It allows you to open your profile, edit its details, change your password. See “User Profile” on page 11.</td>
</tr>
</tbody>
</table>
| 3   | Apps   | A drop-down menu with the following options:
- **Requested.** It opens the list of the applications you are planning to publish in the App Gallery. See “Requested Apps” on page 18.
- **Approved.** It opens the list of your applications that have passed the verification and validation process. See “Approved Apps” on page 19. |
| 4   | Support| A drop-down menu with the following options:
- **Resources.** It opens the list of materials that can help you work with the System. See “Resources” on page 31.
- **FAQ.** It opens the list of the frequently asked questions about the System. See “FAQ” on page 34.
- Support forum. It navigates you to the HP website for developers. Visit the website to find information and tools that can help you develop your applications. |
<table>
<thead>
<tr>
<th>NO.</th>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Notice icon</td>
<td>The icon link that allows you to view the System notifications. In case a new notice appears, the icon is displayed with sign 😨 as on the image above.</td>
</tr>
<tr>
<td>6</td>
<td>Side menu</td>
<td>The currently selected menu (Apps/Support/My page). It is provided for your convenience. You can always see where you are and quickly navigate between the options.</td>
</tr>
<tr>
<td>7</td>
<td>Main section</td>
<td>The key section of the System user interface. Its content depends on the selected menu item (Apps/Support/My page).</td>
</tr>
<tr>
<td>8</td>
<td>Requested</td>
<td>An additional link to the list of your applications you are planning to publish in the App Gallery.</td>
</tr>
<tr>
<td>9</td>
<td>Approved</td>
<td>An additional link to the list of your applications that have passed the Verification and Validation process.</td>
</tr>
<tr>
<td>10</td>
<td>Resources</td>
<td>An additional link to the supporting materials about the System.</td>
</tr>
<tr>
<td>11</td>
<td>FAQ</td>
<td>An additional link to frequently asked questions about the System.</td>
</tr>
<tr>
<td>12</td>
<td>Support forum</td>
<td>A link to the HP website for developers. Visit the website to find information and tools that can help you develop your applications.</td>
</tr>
<tr>
<td>13</td>
<td>Contact us</td>
<td>A link to contact the System support team. If you have questions/suggestions related to the System, click the link and send your request. See “Support Team Contact” on page 33.</td>
</tr>
<tr>
<td>14</td>
<td>Privacy statement</td>
<td>A link to the System privacy statement.</td>
</tr>
<tr>
<td>15</td>
<td>Terms of use</td>
<td>A link to the end user license agreement.</td>
</tr>
<tr>
<td>16</td>
<td>Language selector</td>
<td>A drop-down list for you to select the System display language.</td>
</tr>
</tbody>
</table>
User Account Management

To start using the System, you need an account. To get the account, need to verify your e-mail. See “System Sign up” on page 8. After Sing-up, you can use the account and manage it as follows:
• edit details (see “Edit Profile” on page 12),
• remove (see “Delete Account” on page 12).

See the subsections below for details.

System Sign up

To start using the System, you need to sign up. To do this:
1. Open the supported web browser.
2. In the address bar enter https://appcenter.smartcloudprint.com and press Enter.
3. On the System login page, click the Don’t have an account? Sign up link. The Create your HP account page is displayed.

4. In the First name field enter your name.
5. In the Last name field enter your family name.
6. In the Email field enter a valid email.
7. In the Password field enter your password.
   It must be at least 8 characters and contain at least 3 of the following groups:
   uppercase, lowercase, numerals, or symbols.
8. In the Confirm password field enter the password once again to confirm.
9. Select the Country using drop-box list.
10. Select the I’m not a robot checkbox to verify whether you’re not a robot.
11. (Optional) Select the HP may email me with personalized offers, support updates, and event news checkbox to agree with this service.
12. (Optional) Click the HP privacy Statement link to read the Terms of use and Privacy statement.
13. Click the SIGN UP button. The email verification message is sent to the specified email address.
14. Move on to the Verify your email address page.
15. Open **HP account confirmation mail** in your mail box.
16. In the **Verification code field** enter the verification code.
17. Click the **SUBMIT** button. The System notifies you that your account has been verified and you will be redirected in a few seconds.
18. Move on to the **Account settings** page for onboarding.

19. *(Optional)* Click the **HPID** link to edit the basic information of account.
20. In the **Company** field enter the company name.
21. Select the **I have read and agree to the Terms of use and Privacy statement** checkbox to agree with the policy.
22. *(Optional)* Click the **Terms of use** or **Privacy statement** link to read the policy.
23. *(Optional)* Click the **use another account** text if you want to sign in with a different account.
24. Click the **Done** button. The System notifies you that your account has been created.
25. Click the **Go to the main page** button. After that you can use the account.

**Find Username/Reset Password**

In case you cannot remember your credentials, the System allows you to:
• find your username,
• reset your password.

To find your username:
1. Open the supported web browser.
2. In the address bar enter https://appcenter.smartcloudprint.com and press Enter.
3. On the System login page, click the Forgot your username or password? link.
4. In the displayed dialog, select the Username option.

5. Enter your email address.
   Ensure you enter the data exactly in the same way as you specified them when signed up.
6. Select the I'm not a robot checkbox to verify you’re not a robot.
7. Click the Next button. The email message including your username is sent to the specified email address.

To reset your password:
1. Open the supported web browser.
2. In the address bar enter https://appcenter.smartcloudprint.com and press Enter.
3. On the System login page, click the Forgot your username or password? link.
4. In the displayed dialog, select the Password option.
5. Enter your **Username** and select the **I'm not a robot** checkbox.
6. Click the **NEXT** button. The System sends you an email with the verification code for resetting your password.
7. Open your email box.
8. Copy the verification code in your email.
9. Enter your verification code in the dialog.

10. In the **New Password** field enter your password. It must be at least 8 characters and contain at least 3 of the following groups: uppercase, lowercase, numerals, or symbols.
11. In the **Confirm password** field enter the password once again to confirm.
12. Click the **Save** button. The System notifies you that your password has been changed and you will be redirected in a few seconds.
The System displays your profile info on the **Profile page**. The info includes email, first name, last name, country, and additional information. From the **Profile** page you can:

- edit your profile. (see “Edit Profile” on page 12),
- delete your account (see “Delete Account” on page 12).

**Edit Profile**

The System allows you modify your company. To edit your profile:

1. Login to the System.
2. In the top right corner, click the **My page** link. Your profile is displayed.
3. Edit your company.
4. Click the **Save** button.
5. In the displayed dialog, click the **OK** button to confirm the change.

   If you need to clear the changes, click the **Reset** button.

   If you want to change the basic information, click the **go to HP ID** link. The system displays the change account information in HP ID page.

**Delete Account**

If you are not going to use the System anymore, you can delete your account. All the applications you have created will be deleted in this case.

To delete your account:

1. Login to the System.
2. In the top right corner, click the **My page** link.
3. On the displayed **Profile page**, click the **delete your account** link. The **Delete your account** page is displayed.
4. Select the **I want to Stop using this account in App Center.** checkbox.
5. Click the **Done** button.
6. In the displayed dialog, click the **Delete** button to confirm the deletion.
7. Click the **OK.** You will be logged out of App Center.
Application Management

The System enables you to register and manage Link for Device or Link for Web applications you develop. After you register an application, it must go through the validation and verification (VAV). VAV is the responsibility of HP administrator. You as a Developer can manage your applications as follows:

• monitor the VAV status (see “Application List” on page 17).
• edit details (see “Edit Application” on page 17),
• cancel VAV (see “Cancel VAV” on page 25),
• create a new version (see “Create New Application Version” on page 26),
• stop application publishing (see “Stop Application Publishing” on page 26),
• publish (see “Publish Application” on page 26),
• remove (see “Remove Application” on page 27).

The System also allows you to communicate with HP administrator via the forum. See “VAV Comments” on page 27.

Register New Application

To register a new application:

1. Login to the System.
2. From the left pane/Apps drop-down menu open Requested/Approved.
3. Click the Register new app button. The Register new app page is displayed.

4. In the App file field click Browse to add a ‘hpk’ file. 
   The file size cannot exceed 100MB.
5. Select and open the hpk file of your application.
6. In the App icons field click the image placeholders and add the application icons to be displayed in the App Center and App Gallery.
   You can use images of the jpg/gif/png/bmp format. They must match the specified resolution: 62x62 pixels, 50x50 pixels (for 1024x768 screens), 39x39 pixels (for 800x600 and 480x272 screens).
7. From the **License type** drop-down list select your application license type:
   - select the **Free** option. enter the website URL for **Terms & conditions for resellers**.
   - select the **Paid** option. enter the website URL for **License policy** and **Terms & conditions for resellers**.

8. In the **Category** field select the solution and industry type the application belongs to.

9. *(Optional)* In the **Client credentials** field click **Add** to add credential for use with the HP Token Proxy.

10. In the **Description** field enter the application details (e.g. key features).

11. In the **Screenshots** field click the image placeholder and add a screenshot(s) to demonstrate the application as you need.

   ![Screenshot placeholder]

   You can add up to 5 images of the jpg/gif/png/bmp format. An image size cannot exceed 1MB.

12. *(Optional)* In the **Video** field specify the YouTube URL address of the application demo video.

13. *(Optional)* **Terms and Conditions** field provide the end user license agreement (EULA) and privacy statement:
   - select the **URL** option and enter the URL address of the EULA/privacy statement.
   - select the **File** option and browse the EULA/privacy statement file. It can be an html/htm/txt file of maximum 1 MB.

   ![Terms and Conditions]

   You might need to support localization of the application description, screenshots, terms and conditions. To do this, click + select the needed language, and specify the information in the selected language. If you do not specify any information, the System will automatically apply the information specified in the primary language. To remove the added language tab, click ✗ and confirm the deletion.
14. The **Publication** field is to set how to publish for the first time after your app is approved:
   - select **Private** checkbox, if you have consent of HP to submit exclusive apps for a specific reseller and enter the specific **Reseller ID** in text field.
   - select **Self-distribution only** checkbox, if you do not want the application to be published in the App Gallery right after approval.

15. In the **Country/region** field, you can select the country for publish the app:
   - select **Worldwide** if you want to publish the app whichever the country.
   - select **Some regions or countries only** to allow specific countries. Click **Add**. In the displayed dialog, select the countries you want to publish into then click **Add** again.

   There is a search bar in the dialog to find the country you want. Enter the device series and click the magnifier icon. The country list is updated to match your search request.

16. In the **Support contact** field enter:
   - the **Email** of a person/company to contact in case any questions about the application arise.
   - the **Website URL address** of the website with the info about the application.

   At least one contact information is required.

17. *(Optional)* In the **Compatible product settings** field select checkbox:
   - **Compatible products** to define the list of devices that support the application.
   - **Incompatible products** to define the list of devices that do not support the application.

18. *(If Compatible/Incompatible product settings are configured)* Define the list of compatible/incompatible products:
   a. Click the **Add** button.
   b. In the displayed dialog, from the **Category** drop-down list select the needed product category.
   c. In the **Series name** field enter the product series and click the magnifier icon. The product series list is updated to match your search request.
d. Select the needed product series.

e. In the Firmware version table select the needed product firmware versions. To select all available firmware versions, select the All checkbox in the table header.

f. Click Add. The product series is added to the list of compatible/incompatible products. Repeat the steps to add as many product series as you need.

You can edit the list of compatible/incompatible products. To remove a product series from the list, select it and click the Remove button. To change product firmware versions of a product series, click the Edit button for the needed product series, select firmware versions and click OK.

19. In the VAV info section, in the App guide field click Browse and add the application tutorial file.

The file size cannot exceed 20 MB.

20. Click:
• Save Draft then OK, if you do not need to submit the application for the VAV process immediately.
• Submit to submit the application for the VAV process immediately. The System notifies you about the estimated date of the VAV testing completion. Click OK.

The application is added to the Requested apps list. In case you save the draft, the application status is Draft. The draft is stored for a week and then deleted automatically if you do not make any changes. If you submit the application, the application status is VAV Request.

**Edit Application**

The System allows you to edit an application details, if the application status is:

• Draft,
• VAV Request,
• VAV (Preparation),
• VAV (Testing),
• Waiting for registration,
• Published,
• Unpublished,

In case of Waiting for registration/Published/Unpublished status you can edit only:

• the data on the language tab with the capability to add another language,
• the Contact data including email and website,
• a list of compatible/incompatible devices.

To edit an application details:

1. Login to the System.
2. From the left pane/Apps drop-down menu open Requested/Approved.
3. Select an application you need to edit.
4. If the application status is:
   a. Draft, go to step 5.
   b. any other status except Draft, click the Edit button on the displayed application details page.
5. On the displayed Edit app page, modify the application details in the same way as when you register a new application, but click the Save button to upload files.
6. Click button Save Draft or Submit if the application status is Draft.

**Application List**

All applications you add to the System are stored in the Application List. It allows you to monitor the VAV status of your applications and manage them. For your convenience, the applications are grouped by status. You can view the following application lists:

• **Requested.** The list includes your applications that have not been verified and validated yet. An application status can be Draft, VAV Request, VAV (Preparation), VAV (Testing), Waiting for registration, Canceled, Failed.

• **Approved.** The list includes your applications that have already been verified and validated. An application status can be Published, Unpublished, Revoked.

The subsections provide detailed description of the application lists.
Requested Apps

The System allows you to view the Requested app list. To do this:

1. Login to the System.
2. From the left pane/Apps drop-down menu open Requested. The Requested app list is displayed.

The list is represented as a table with the following columns:

- **App name.** It shows the application name.
- **Version.** It shows the application version number (if available). N/A is displayed for Link for Web applications because versions are not applied to them in general.
- **Status.** It shows the current VAV status of the application:
  - Draft, if the application has not been submitted for VAV yet.
  - VAV Request, if the application has been submitted and is pending VAV.
  - VAV (Preparation), if the VAV tests are being prepared for the application.
  - VAV (Testing), if the application is being tested.
  - Waiting for registration, if the application has successfully passed testing and is pending to be published.
  - Canceled, if the application VAV has been canceled.
  - Failed, if the application has not passed testing.
- **Submission date.** It shows the date the application was added to the System.
- **Updated.** It shows the date of the latest application update.

You can manage the Application List as follows:

- **manage columns:**
  - sort by any column except Version. To do this, click (1) in the column header. The icon is changed to (2).
  - autosize columns. To do this, hover the cursor over a column header and click (2). In the displayed drop-down menu, click **Autosize This Column**, to set the best possible width to fit the content in the column. You can also click **Autosize All Columns**, to resize all currently visible columns to fit their content.
  - resize columns manually. To do this, drag the right side of the column header.
  - add/remove columns. To do this, in the list header click (3). In the displayed column list, select/deselect checkboxes of column names to add/remove columns to/from the Application List. If a column name is disabled, you cannot remove the column.
  - pin a column to freeze it in the certain position. This will let you keep the column visible while scrolling through the rest of the list. To pin a column, hover the cursor over the column header and click (2). In the displayed drop-down menu, click **Pin column**, then choose **Pin Left** or **Pin right** to freeze the column on the left or right of the Application List. A vertical horizontal line is added to indicate that the column is frozen.
To cancel a column freeze, hover the cursor over the pinned column header and click **Pin column**, then choose **No pin**. The column will go back to its initial position.

- search (4) (see “Application List Search” on page 19),
- filter (5) (see “Application List Filter” on page 21),
- view application details. To do this, click an application in the list (see “View Application Details” on page 22).
- view the total number of applications (6).

Above the Application List, you can view the VAV status bar (7). It allows you to monitor the number of applications on the key VAV steps. **VAV Total** is the total number of applications in statuses shown on the bar.

### Approved Apps

The System allows you to view the **Approved** apps list. To do this:

1. Login to the System.
2. From the left pane/ **Apps** drop-down menu open **Approved**. The **Approved** app list is displayed.

![HP App Center](image)

The list is represented as a table with the following columns:

- **App name**. It shows the application name.
- **Version**. It shows the application version number (if available). N/A is displayed for Link for Web applications because versions are not applied to them in general.
- **Status**. It shows the current status of the application.
  - **Published**, if the application has been published and so available for users in the App Gallery.
  - **Unpublished**, if the application:
    - has been unpublished and so removed from the App Gallery. Such application still can be used if already installed on a device.
    - is intended for self-distribution only. It does not appear in the App Gallery in general, but can be distributed and installed manually.
  - **Revoked**, if the application has been revoked. A revoked application is not available in the App Gallery. Neither can it be used if already installed on a device.
- **Approved**. It shows the date the application was approved.

You can manage the Application List in the same way as the **Requested** app list. See “Requested Apps” on page 18.

### Application List Search

The System allows you to search the Application List to quickly spot the needed application. You can search an application by the application name.

To find an application:

1. Login to the System.
2. From the left pane/ **Apps** drop-down menu open the needed Application List.
3. Enter your request in the search field above the Application List.
4. Click or press Enter. The Application List is updated to display the applications according to your request (if any).

To view all applications again, click for each search parameter or Clear all to clear all search parameters at once.

Search parameters can include Filter options. The System allows you to use search together with the Filter. See the section below for details.
**Application List Filter**

The System allows you to filter the Application List to quickly find the needed applications. The Filter pane is displayed above the Application List. Depending on the type of the Application List, the Filter pane includes the following tabs:

- **Status.** The tab options enable you to filter the Application List by status.
- **Platform type.** The tab options enable you to filter the Application List by the platform type of devices where applications can be installed.
- **Forum.** The tab is available for Requested apps only. The tab option enables you to find the applications with new comments posted.
- **License type.** The tab options allow you to filter the Application List by the application license type.

To filter the Application List:

1. Login to the System.
2. From the left pane/Apps drop-down menu open the needed Application List.
3. On the Filter menu, click . The Filter pane is displayed.
4. On the Filter tabs, select the needed filter options. The options are displayed as search parameters. The Application List is updated accordingly.

For example, you:

a. select option **Published (Latest versions)** on the **Status** tab,
b. select option **Link for Device app** on the **Platform type** tab,
c. specify the application name **HP** as another search parameter.

Then the Application List includes only the latest versions of published Link for Device applications containing HP in their name.

If you add another **Status** option, for example, **Revoked,** the Application List includes either the latest versions of published or revoked Link for Device applications containing HP in their name.
To view all applications again, click [x] for each search parameter or Clear all to clear all search parameters at once.

**Requested Apps Status Filter**

The System provides an additional filter for the Requested app list. It allows to filter the list by the key VAV statuses. The filter is represented as a status bar. Click a status circle icon to view a list of applications in this status.

**View Application Details**

The System allows you to view application details. To do this:

1. Login to the System.
2. From the left pane/Apps drop-down menu open the needed Application List.
3. Select an application you need to view. The application details are displayed.
The application details depend on the application status and include:

- **general application information:**
  - **Status.** It shows the current status of the application. In case the application is under VAV, the status bar is displayed. It shows on which VAV step your application is.
  - **Failure reason/Cancellation reason.** This information is available if the application VAV was failed/cancelled. It provides explanation for the application VAV failure/cancellation.
  - **Reason for revoking.** This information is available if the application was revoked. The information shows why the application was revoked.
  - **App name.** It shows the application name.
  - **Updated.** It shows the latest date the application was updated.
  - **Submitted.** It shows the date the application was submitted for VAV. In case the application is approved, the approval date is shown instead as Approved.
  - **Revoked.** This information is available if the application was revoked. It shows the date the application was revoked.
  - **Submitter/Account type.** It shows your ID and account type.
  - **Version.** It shows the application version number.
  - **Platform type.** It shows the device platform where the application can be installed.

- **the VAV process information.** It is displayed on the **VAV process** tab. The tab is available until the application is approved. The tab provides the status bar for you to monitor the VAV progress. The bar shows on which VAV step your application is (1) and when the application status was changed (2). Unless the application VAV is failed/cancelled, the estimated date of VAV completion (3) is shown as well. In the **VAV process** tab you can also view the comments posted during VAV. See "View Comments" on page 27.
• the application file information and the related description. The information is displayed on the **App info** tab. From this tab you can view the application screenshots, video, EULA, compatibl products, and other details provided during the application submission.

• the VAV info. It is displayed on the **VAV info** tab. From this tab you can download the documents required for VAV (the test report, app guide).

• button 🔄 in the top right corner. It allows you to navigate back to the Application List.

• button ⬅️. The button is displayed when needed. It saves the screen space and provides access to more application management buttons.
Application Verification and Validation

As an application is submitted it must go through the verification and validation (VAV) process. If the application successfully passes the process, it can be:

- published. The published application is available in the App Gallery. Users can select the application to install it on their devices.
- downloaded and stored in a custom repository/USB drive for self-distribution. In this case, the application is not available in the App Gallery. It is distributed according to the distributor’s needs.

The System allows you to keep track of the VAV process. You can monitor your application VAV and manage the application as needed (e.g. edit, create new version, remove).

The subsections below describe the VAV steps.

Cancel VAV

You might need to cancel verification and validation of a submitted application. You can do this, if the application has not gone to the VAV testing yet.

To cancel the application VAV:
1. Login to the System.
2. From the left pane/Apps drop-down menu open Requested.
3. In the Application List, select an application in the VAV Request/VAV (Preparation) status.
4. Click the Cancel VAV button.
5. In the displayed dialog, enter the cancellation reason.
6. Click OK.
7. The application status is changed to Canceled.

VAV (Testing) Results

After an application testing is finished, the application status is changed according to the test results. The results can be Passed or Failed. If Passed, the application status is changed to Waiting for registration. If Failed, the application status is changed to Failed and you receive the corresponding notification. In this case you can:

- create a new application version (see “Create New Application Version” on page 26)
- or
- remove the application (see “Remove Application” on page 27).

Application Registration

An application that successfully passed testing can be registered. The registered application is approved to be installed on compatible devices. Before the application registration, the HPK file is signed by HP. After the registration, the application is available for installation from the App Gallery unless set for Self-distribution only. If you go for self-distribution, ensure you download the HPK file that passed VAV and so signed by HP. Otherwise, the application cannot be installed on devices.

When your application is registered, you receive the corresponding notification. You can view the registered application in the Approved app list. Its status is:

- Published or
- Unpublished if set for Self-distribution only.

If Published, you can manage the application as follows:

- edit (see “Edit Application” on page 17),
- create a new version (see “Create New Application Version” on page 26),
- stop publishing (see “Stop Application Publishing” on page 26),
- remove (see “Remove Application” on page 27).

If Unpublished, you can:

- edit,
- create a new version (see “Create New Application Version” on page 26),
- publish (see “Publish Application” on page 26),
- remove (see “Remove Application” on page 27).
Stop Application Publishing

If an application successfully passes verification and validation, it is registered in the System. Then, the application is Published and available for installation from the App Gallery, if not set for Self-distribution only. You may need to make the application unavailable for installation through App Gallery for double-check or another reason. In this case, stop publishing it in the System.

To stop an application publishing:
1. Login to the System.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application in status Published.
4. Click the Stop publishing button.

The application status is changed to Unpublished. The unpublished application is stored in the Approved app list. See "Approved Apps" on page 19.

You can publish the application whenever needed. See "Publish Application" on page 26.

Publish Application

An application can be unpublished and so unavailable for downloading from the App Gallery. See "Stop Application Publishing" on page 26. In case you need to make the application available for users, publish it again as follows:
1. Login to the System.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application in status Unpublished.
4. Click the Publish button.

The application status is changed to Published. You can view the published application in the Approved app list. See "Approved Apps" on page 19.

Create New Application Version

The System allows you to register a new version of an application at different steps of the application verification and validation. You can do this in case:
• the application verification and validation is cancelled,
• the application testing is failed,
• a new application version is available after the application has been approved in the System.

To register a new application version:
1. Login to the System.
2. From the left pane/Apps drop-down menu open:
   • Requested,
   • Approved.
3. In the Application List, select an application in status:
   • Canceled/Failed,
   • Published/Unpublished/Revoked.
4. Click the Create new version button.
5. In the displayed dialog, click OK to confirm the new version creation.
6. On the displayed Register new app page, in the App file field click Browse.
7. Select and open the hpk file of the new application version.
   For Link for Device applications, ensure the universal unique identifier (UUID) of the uploaded hpk file is the same as the UUID of the previous version. The file size cannot exceed 100MB.
8. (If needed) Edit the application details in the same way as when you register a new application. See "Register New Application" on page 14.
9. Click:
   • Save Draft then OK, if you do not need to submit the application for the VAV process immediately.
   • Submit to submit the application for the VAV process immediately.

The application is added to the Requested app list. In case you save the draft, the application status is Draft. The draft is stored for a week and then deleted automatically if you do not make any changes. If you submit the application, the application status is VAV Request.
Application Revocation

If an installed application operates incorrectly or negatively affects the device, it can be revoked. A revoked application is removed from the App Gallery and cannot be launched on the device.

When your application is revoked, you receive the corresponding notification. You can view the revoked application in the Approved app list. Its status is Revoked. The System allows you to manage the revoked application as follows:

- create a new version (see "Create New Application Version" on page 26),
- remove (see “Remove Application” on page 27).

Remove Application

The System allows you to remove an application. You can do this at different steps of the application life cycle including:

- Draft,
- Canceled,
- Failed,
- Published,
- Unpublished
- Revoked.

To remove an application:
1. Login to the System.
2. From the left pane/Apps drop-down menu, open the needed Application List.
3. In the Application List, select an application you need to remove.
4. On the displayed application details page, click the Remove button.
5. In the displayed dialog, specify the removal reason.
6. Click OK.

The application is no longer available in your app list.

HP administrator has a permission to remove your applications as well. In case HP administrator removes your Published/Unpublished/Revoked application, you will receive the corresponding notification. In case of removing Failed, Cancelled applications, notifications are not sent.

VAV Comments

The System allows you to exchange comments with HP administrator during the application verification and validation. You can do this since you have submitted the application (status VAV Request). The comments thread is displayed on the VAV process tab of the application details. You can:

- view comments (see “View Comments” on page 27),
- add a comment (see “Add Comment” on page 28),
- edit your comment (see “Edit Comment” on page 29),
- reply to a comment (see “Reply to Comment” on page 30),
- delete your comment (see “Delete Comment” on page 30).

The listed operations are not available after an application has been approved (status Published/Unpublished) or archived.

View Comments

When your application goes through VAV, HP administrator may post comments about the application and its verification/validation. As a new comment is added, a ● appears in the Application List next to the icon of the commented application.
To view the comments, select the application. The **VAV process** tab of the application details is displayed. Comments are shown below the status bar.

The **VAV process** tab is available until the application is approved. Before this moment, you can review the comments whenever needed. On the status bar, click a status circle icon to view comments per status.

**Add Comment**

To add a comment:

1. Login to the System.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select an application you need to comment.
4. Open the **VAV process** tab.
5. In the text field, enter your comment.
6. *(Optional)* Click and attach an image/document (maximum 1 MB) to the comment.

To delete the attachment, click.

7. Click the **Send** button.

The System notifies the comment author and addressee about the posted comment. Icon • appears in the addressee's Application List to show the new comment is available.

**Edit Comment**

To edit a comment:

1. Login to the **System**.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select the commented application.
4. Open the **VAV process** tab.
5. Locate your comment and click **Edit**.

6. Edit the comment in the same way as you add it.
7. Click **Save**.
Reply to Comment
To reply to a comment:
1. Login to the System.
2. From the left pane/Apps drop-down menu, open Requested.
3. In the Application List, select the commented application.
4. Open the VAV process tab.
5. Locate the needed comment and click the Reply button.
6. Enter your comment.
7. Click Send.

Delete Comment
To delete a comment:
1. Login to the System.
2. From the left pane/Apps drop-down menu, open Requested.
3. In the Application List, select the commented application.
4. Open the VAV process tab.
5. Locate your comment and click Delete.
6. In the displayed dialog, click OK to confirm the deletion.
The System allows you to view supporting materials and frequently asked questions (FAQ). This can help you develop your applications and support their life-cycle within the System. The materials and answers to FAQ are provided by HP administrator. You can access them via the Support menu. If any other questions arise, you are free to contact HP administrator by email.

See the subsections below for details.

Resources

HP administrator can provide any information that may help you work in the System. This can be SDK, manuals, videos, links to useful materials etc.

To view these resources:
1. Login to the System.
2. In the Main Menu select Support > Resources. The Resource List is displayed.

3. Click \( ^{\vee}/^{\wedge} \) to open/close resource items.

You can search the Resource List by resource title to quickly spot the needed recourse. To do this:
1. Enter your request in the search field above the Resource List.
2. Click \( ^{Q} \) or press Enter. The Resource List is updated to display the resources with the titles matching your request (if any).

To add another search parameter, repeat steps 1-2. The search results will be updated to include the resources with the titles matching either of the specified parameters.
To view all resources again, click ✗ for each search parameter or **Clear all** to clear all search parameters at once.
Support Team Contact

If you have any questions about the System, feel free to contact the Support Team. To do this:

1. Login to the System.
2. At the bottom of any page, click the Contact us link. The contact form is displayed.
3. In the Subject field enter the subject of your request.
4. From the Category drop-down list select the type of your request.
5. In the Message field enter your request.
6. Click Send.
The System provides the FAQ page for you to quickly find answers to common questions about the System.

To view FAQ:
1. Login to the System.
2. In the Main Menu select Support > FAQ. The FAQ List is displayed.

3. Click ∨∧ to open/close FAQ items.
You can search the FAQ List by item title to quickly spot the needed item. To do this:
1. Enter your request in the search field above the FAQ List.
2. Click or press Enter. The FAQ List is updated to display the items with the title matching your request (if any).

To add another search parameter, repeat steps 1-2. The search results will be updated to include the items with the title matching either of the specified parameters.

To view all items again, click x for each search parameter or Clear all to clear all search parameters at once.
Notifications

The System is designed to notify you about the events relevant to you. For example, when the HP administrator your account request is approved/your application is revoked, the System notifies you by email.

Other types of the notifications are the ones you can view right from the System UI. Whenever a new notification is available, \( \text{N} \) appears:

- on the notice icon (1). It prompts you to view notifications provided by HP administrator. For example, a notification about the scheduled System maintenance. See “Notification List” on page 35.
- next to an application icon (2). It prompts you to view new comments posted during the VAV of an application. See “VAV Comments” on page 27.

Notification List

The System allows you to view notifications provided by HP administrator. To do this:

1. Login to the System.
2. In top right corner, click the notice icon \( \text{N} \). The Notification List is displayed.
3. Click \( \text{N} \) to open/close a notification item.
Glossary

**App Gallery**
App Gallery is an application that lists applications from App Center, shows application description and parameters associated with the application, and helps install applications on devices.

**Developer**
Developer is a user role in the App Center. A user with this role can register and manage his or her applications. The user is also entitled to monitor the application verification and validation progress and give the related feedback.

**HP Administrator**
HP administrator is a user entitled to approve user accounts and manage the process of application verification and validation. HP administrator is free to decide to revoke an application from the App Gallery.

**Link for Web app**
Link for Web app is an application based on the Hewlett-Packard development platform that allows to implement web-applications for multi-functional printing devices.

**Link for Device app**
Link for Device app is an application that can be developed using many of the same tools and processes used to develop Android apps.

**VAV**
VAV stands for verification and validation. It is the process of application testing. If an application successfully passes the tests, it can be published in the App Gallery for users to install it on their devices.