App Center
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REV. 2.0
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 13),
- edit (see “Edit Application” on page 15),
- monitor the VAV status (see “Application List” on page 15),
- cancel VAV (see “Cancel VAV” on page 22),
- create new version (see “Create New Application Version” on page 23),
- stop publishing (see “Stop Application Publishing” on page 23),
- publish (see “Publish Application” on page 23),
- remove (see “Remove Application” on page 24).

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 24.

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 my ID checkbox to keep your email for the next login.
5. Click Sign in/press Enter.

If you forget your email or password, click the Find your ID or password link. See “Find ID/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 10.</td>
</tr>
<tr>
<td>3</td>
<td>Help</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>
</tbody>
</table>
| 4   | 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 16.  
- **Approved**. It opens the list of your applications that have passed the verification and validation process. See “Approved Apps” on page 17. |
| 5   | 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 28.  
- **FAQ**. It opens the list of the frequently asked questions about the System. See “FAQ” on page 30. |
<p>| 6   | Notice icon | 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. |
| 7   | Side menu | 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. |
| 8   | Main section | The key section of the System user interface. Its content depends on the selected menu item (Apps/Support/My Page). |</p>
<table>
<thead>
<tr>
<th>NO.</th>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</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>10</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>11</td>
<td>Resources</td>
<td>An additional link to the supporting materials about the System.</td>
</tr>
<tr>
<td>12</td>
<td>FAQ</td>
<td>An additional link to frequently asked questions about the System.</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 29.</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, send the account request to HP administrator.

See “System Sign up” on page 8. After the account request is approved, you can use the account and manage it as follows:

- edit details (see “Edit Profile” on page 10),
- reset password (see “Find ID/Reset Password” on page 9),
- change password (see “Change Password” on page 11),
- 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 Sign up now link. The Create an account page is displayed.
4. In the Email field enter a valid email.
5. In the Password field enter your password. It must be minimum 10 symbols long and contain at least 1 lowercase letter, 1 uppercase letter, 1 special character, and 1 digit.
6. In the Confirm password field enter the password once again to confirm.
7. In the First name field enter your name.
8. In the Last name field enter your family name.
9. From the Account type drop-down list select Developer.
10. In the Security code field enter the CAPTCHA code. In case the code is not clear, click to refresh it.
11. Read the Terms of use and Privacy statement and select the checkbox.
12. Click the Create account button. The email verification message is sent to the specified email address.
13. Open your email box.
14. Open the email verification message.
15. Click the Verify email button. The System notifies you that your account request is in progress.
When HP administrator approves your request, you will receive the corresponding notification. After that you can use the credentials to login to the System.

**Find ID/Reset Password**

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

To find your ID:
1. Open the supported web browser.
2. In the address bar enter [https://appcenter.smartcloudprint.com](https://appcenter.smartcloudprint.com) and press Enter.
3. On the System login page, click the **Find your ID or password** link.
4. In the displayed dialog, open the **Find ID** tab.

5. Enter your first name, last name, and Company name.
   ![Find ID/Reset password dialog](image)
   Ensure you enter the data *exactly* in the same way as you specified them when signed up.

6. Click the **Continue** button. The System displays the possible Email ID matches.

7. Click:
   - **OK** to close the dialog.
   - **Cancel** to try again.
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 Find your ID or password link.
4. In the displayed dialog, open the Reset password tab.

5. Enter your email and the CAPTCHA code.
   - In case the code is not clear, click to refresh it.
6. Click the Continue button. The System sends you an email with the guidelines for resetting your password.
7. Open your email box.
8. Open the reset password message.
9. Click the Reset password link.
10. On the displayed Reset password page, enter a new password and its confirmation.
    - The password must be minimum 10 symbols long and contain at least 1 lowercase letter, 1 uppercase letter, 1 special character, and 1 digit.
11. Click the Continue button.
12. Click OK.

**User Profile**

The System displays your profile info on the Profile page. The info includes email, first name, last name, company, etc. From the Profile page you can:

- edit your first and last name (see “Edit Profile” on page 10),
- change your password (see “Change Password” on page 11),
- delete your account (see “Delete Account” on page 12).

**Edit Profile**

The System allows you to modify your profile details including first name and last name. 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 first name/last name.
4. Click the Save button.
   🔄 If you need to clear the changes, click the Reset button.

**Change Password**

If you need to change your password, perform the following steps:

1. Login to the System.
2. In the top right corner, click the My page link.
3. On the displayed Profile page, click the Edit button for Password. The Change your password page is displayed.

4. In the Current password field enter your current password.
5. In the New password field enter your new password.
   🔄 The password must be minimum 10 symbols long and contain at least 1 lowercase letter, 1 uppercase letter, 1 special character, and 1 digit.
6. In the Confirm password field enter your new password again to confirm.
7. Click the Done button.
8. Click OK.
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 permanently delete this account checkbox.
5. Enter your current password.
6. Click the Done button.
7. In the displayed dialog, click the Delete button to confirm the deletion.
8. Click OK.
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 15),
- edit details (see “Edit Application” on page 15),
- cancel VAV (see “Cancel VAV” on page 22),
- create a new version (see “Create New Application Version” on page 23),
- stop application publishing (see “Stop Application Publishing” on page 23),
- publish (see “Publish Application” on page 23),
- remove (see “Remove Application” on page 24).

The System also allows you to communicate with HP administrator via the forum. See “VAV Comments” on page 24.

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.
   - 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 (Free or Paid).
8. In the Category field select the solution and industry type the application belongs to.
9. In the Description field enter the application details (e.g. key features).
10. In the Screenshots field click the image placeholder and add a screenshot(s) to demonstrate the application as you need.
   - You can add up to 5 images of the jpg/gif/png/bmp format. An image size cannot exceed 1MB.
11. (Optional) In the Video field specify the YouTube URL address of the application demo video.
12. (Optional) In the 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.

You might need to support localization of the application description, screenshots, terms and conditions. To do this, click on the language selection icon, 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 on the remove icon and confirm the deletion.

13. (Optional) Select the Self-distribution only checkbox, if you do not want the application to be published in the App Gallery right after approval. Otherwise, leave the checkbox deselected.

14. In the Contact field enter:
   • the email of a person/company to contact in case any questions about the application arise.
   • (optional) the URL address of the website with the info about the application.

15. (Optional) In the Compatible device settings field select checkbox:
   • Compatible devices to define the list of devices that support the application.
16. (If Compatible/Incompatible device settings are configured) Define the list of compatible/incompatible devices:
   a. Click the Add button.
   b. In the displayed dialog, from the Category drop-down list select the needed device category.
   c. In the Series name field enter the device series and click the magnifier icon. The device series list is updated to match your search request.
   d. Select the needed device series.
   e. In the Firmware version table select the needed device firmware versions. To select all available firmware versions, select the All checkbox in the table header.
   f. Click Add. The device series is added to the list of compatible/incompatible devices.
   Repeat the steps to add as many device series as you need.

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

18. 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 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. The System notifies you and HP administrator about the application submission.

**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:
- Description,
- Terms and Conditions (EULA, Privacy statement),
- 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. For an application you need to edit:
   a. click the Edit button, if the application in status Draft.
   b. click the Details button, if the application is in any other status except Draft. Then click the Edit button on the application details page.
4. On the displayed Edit app page, modify the application details in the same way as when you register a new application, but click the Update button to upload files.
5. Click button Save or Save Draft 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:

- sort by any column (1). To do this, click on the column header. The icon is changed to .
- search (2) (see “Application List Search” on page 17),
- filter (3) (see “Application List Filter” on page 19),
- view application details (4) (see “View Application Details” on page 21).
- view the total number of applications (5).

Above the Application List, you can view the VAV status bar (6). 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.

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 16.

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 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. Click the Details button for an application. The application details are displayed.

The application details depend on the application status and include:

- **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/canceled. 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 and when the application status was changed. On the VAV process tab you can also view the comments posted during VAV. See “View Comments” on page 24.
- **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, compatible devices, 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).
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, click the Details button for 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 23)
- or
- remove the application (see “Remove Application” on page 24).

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 15),
- create a new version (see “Create New Application Version” on page 23),
- stop publishing (see “Stop Application Publishing” on page 23),
- remove (see “Remove Application” on page 24).

If Unpublished, you can:
- edit,
- create a new version (see “Create New Application Version” on page 23),
- publish (see “Publish Application” on page 23),
- remove (see “Remove Application” on page 24).
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, click the **Details** button for 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 17.

You can publish the application whenever needed. See “Publish Application” on page 23.

Publish Application

An application can be unpublished and so unavailable for downloading from the App Gallery. See “Stop Application Publishing” on page 23. 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, click the **Details** button for 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 17.

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, click the **Details** button for 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 13.
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**. The System notifies you about the application submission.

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 23),
- remove (see “Remove Application” on page 24).

### 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, for an application you need to remove**:
   a. **click the Edit button**, if the application in status **Draft**.
   b. **click the Details button**, if the application is in any other status except **Draft**.
4. **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 **Failed, Cancelled** applications, notifications are not sent.

HP administrator can also revoke your application he/she removed. In this case, the application is blocked and you receive the corresponding notification. If the application is blocked after it has been installed on a device, it cannot run on the device.

### 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 24),
- add a comment (see “Add Comment” on page 25),
- edit your comment (see “Edit Comment” on page 26),
- reply to a comment (see “Reply to Comment” on page 27),
- delete your comment (see “Delete Comment” on page 27).

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, ![comment icon](image) appears in the Application List on the **Details** button of the commented application.
To view the comments, click the Details button. 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, click the Details button for 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.

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**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, click the Details button for 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, click the Details button for the commented application.
4. Open the VAV process tab.
5. Locate the needed comment and click the Reply button.
6. Add your comment.

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, click the Details button for 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.
Support

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.

   ![Resource List](image)

3. Click ▼/▲ 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.

![Updated Resource List](image)

To view all resources again, click ✗ for each search parameter or **Clear all** to clear all search parameters at once.
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 ▼ 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 approves your account request/revokes your application, 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, 🔄 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 31.
- on the Details button (2). It prompts you to view new comments posted during the VAV of an application. See “VAV Comments” on page 24.

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 🔄. The Notification List is displayed.
3. Click ↑/↓ 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 based on the Android platform that allows to implement web-applications for multi-functional printing devices.

**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.