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This document is based on HP App Center, which was released in November 2020. This document and the actual HP App Center User Interface might differ, depending on the update situation.
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Introduction

HP App Center is the platform designed for developers implementing Workpath applications, allowing these developers to store applications and support application lifecycles. (The application lifecycle includes application registration, verification, and validation (VAV), signing, ongoing assessment, and deprecation.)

With the system, developers can manage their applications as follows:

- Register applications. (For more information, see Register new applications on page 19.)
- Edit applications. (For more information, see Edit applications on page 27.)
- Cancel VAV process for applications. (For more information, see Cancel VAV on page 38.)
- Create new versions of applications. (For more information, see Create new versions of applications on page 44.)
- Publish applications. (For more information, see Publish applications on page 40.)
- Stop applications from being published. (For more information, see Stop application publishing on page 40.)
- Remove applications. (For more information, see Remove applications on page 45.)

An application that goes through VAV successfully can be published in the system for HP global distribution. (Published applications are available for installation from HP Command Center.)

VAV is the responsibility of the HP administrator. The HP administrator is an IT administrator who monitors the registered applications and ensures that they are properly tested and published. The system allows a developer to communicate with the HP administrator during VAV. (For more information, see VAV comments on page 41.)

Before you start using the system, sign up and get your user account. (For more information, see Sign up for HP App Center on page 8.)

System requirements

HP App Center supports the following web browsers:

- Chrome 51.0.2704.84 or higher
- Internet Explorer 11 or higher
- Firefox 47 or higher
**Sign in to HP App Center**

Before you can log in to HP App Center, you must sign up first. (For more information, see Sign up for HP App Center on page 8.) After the HP administrator approves your account, you will receive an email notification, after which you can then use your credentials to log in to the system.

To log in to the system, complete the following steps:

1. Open a supported web browser and visit the following URL:
   [https://appcenter.smartcloudprint.com](https://appcenter.smartcloudprint.com)

2. On the login page, enter your email address and password.

   ![Login screen](image)

   - If you would like the system to remember your email address when you sign in again, select **Remember me**.

3. Click **Sign in** or press Enter.

   - If you forget your email address or password, click **Forgot your username or password?** (For more information, see Find your username and reset your password on page 10.)
Overview of the HP App Center interface

The HP App Center interface contains the following elements.

The exact appearance of the system depends on the menu items you have selected.

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<th>Item</th>
<th>Description</th>
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<td>1</td>
<td>User ID</td>
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<td>2</td>
<td>My page</td>
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<tr>
<td>3</td>
<td>Services</td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
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<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>4</td>
<td>Dashboard</td>
</tr>
</tbody>
</table>
| 5 | Apps | A drop-down menu with the following options:  
- **Requested**: Provides access to a list of the applications you are planning to publish in HP Command Center. (For more information, see Requested applications on page 31.)  
- **Approved**: Provides access to the list of your applications that have passed VAV. (For more information, see Approved applications on page 33.) |
| 6 | Users | A drop-down menu with the following options:  
- **User list**: Provides a summary list of your tenants’ members. (For more information, see Manage your members on page 14.) |
| 7 | Reports | A drop-down menu with the following options:  
- **Monthly report**: Provides a summary report of the monthly install statistics of your apps. (For more information, see Monthly report on page 46.) |
| 8 | Support | A drop-down menu with the following options:  
- **Resources**: Provides access to a list of materials that can help you work with the system. (For more information, see Resources on page 47.)  
- **FAQ**: Provides access to the list of questions frequently asked about the system. (For more information, see FAQs on page 48.)  
- **Support forum**: Provides access to the HP website for developers, which contains information and tools that can help develop applications. |
| 9 | Notice icon | Provides access to the list of system notifications. When a new notice arrives, the icon changes to include this element: 📣. |
| 10 | Main section | The main part of the system interface. The information shown in the main section varies, depending on the selected menu item (Apps, Reports, Support, or My page). |
| 11 | Contact us | Allows you to contact the system support team. If you have questions or suggestions related to the system, click the link and send your request. (For more information, see Contact the support team on page 48.) |
| 12 | Privacy statement | Provides access to the privacy statement for the system. |
| 13 | Terms of use | Provides access to the end user license agreement. |
| 14 | Language selector | Allows you to select the language in which the system is displayed. |
Manage your user account

To start using HP App Center, you need an account, and to get an account, your email address needs to be verified. (For more information, see Sign up for HP App Center on page 8.)

After you have signed up for an account, you can do the following to manage the account:

- Edit account details. (For more information, see Edit a profile on page 12.)
- Remove your account. (For more information, see Delete your company on page 13.)

Sign up for HP App Center

To start using HP App Center, you first need to sign up. To sign up, complete the following steps:

1. Open a supported web browser and visit the following URL:
   https://appcenter.smartcloudprint.com
2. On the login page, click Don't have an account? Sign up.
The Create your HP account page appears.

3. Enter your name and a valid email address in the fields provided.
4. In the Password field, enter your password, and then re-enter this password in the Confirm password field.
   The password must be at least 8 characters long and contain at least 3 of the following uppercase characters, lowercase characters, numerals, or symbols.
5. Select your Country/Region from the list.
6. For security confirmation, select the I'm not a robot checkbox.
7. If you would like to receive news, updates, or offers from HP, select the HP may email me with personalized offers, support updates, and event news checkbox.
8. If you would like to read the HP Privacy Statement and the terms of use, click the HP privacy Statement link.
9. Click Sign up.
A verification message is sent to the specified email address.

10. Go to your email application, and then open the verification message from HP.

11. In the Verify your email address screen, enter the verification code in the field provided.

12. Click Submit.
   The system notifies you that your account has been verified and that you will be redirected in a few seconds.

13. In the Account settings screen, if you would like to edit basic information for this account, click the go to HP account link.

14. Enter the company name, street address, city, country/region, and postal code in the fields provided.

15. Select the I have read and agree to the Terms of use and Privacy statement checkbox to agree with the policy.

16. If you would like to read the HP Privacy Statement and the Terms of Service, click the appropriate links.

17. If you want to sign in with a different account, click the use another account link, and then follow the on-screen instructions.

18. Click Done.
   The system notifies you that your account has been created.
19. Click **Go to the main page**. You can now begin using the account.

### Find your username and reset your password

If you cannot remember your HP App Center credentials, you can use the system to:

- Find your username
- Reset your password

#### To find your username

20. Open a supported web browser and visit the following URL:

   https://appcenter.smartcloudprint.com

21. On the login page, click the **Forgot your username or password?** link.

   The **Recover your credentials** dialog box appears.

22. Select **Username**, and then enter your email address.

   ![Recover your credentials dialog box]

   Make sure you enter the same information you used when you signed up.

23. For security confirmation, select the **I'm not a robot** checkbox.

24. Click **Next**.

   The system sends an email message providing your username to the specified email address.
To reset your password

1. Open a supported web browser and visit the following URL: https://appcenter.smartcloudprint.com

2. On the login page, click the **Forgot your username or password?** link. The **Recover your credentials** dialog box appears.

3. Select **Password**, and then enter your username. Make sure you enter the same information you used when you signed up.

4. For security confirmation, select the **I'm not a robot** checkbox.

5. Click **Next**. The system sends an email message with a verification code for resetting your password to the specified email address.

6. Go to your email application, and then open the verification message from HP.

7. Copy the verification code provided in the email message, and then enter it in the **Recover your credentials** dialog box.

8. In the **New Password** field, enter your password, and then re-enter this password in the **Confirm new password** field.
9. Click Save.

The system notifies you that your password has been changed and that you will be redirected in a few seconds.

**User profile**

HP App Center displays your profile info on the Profile page. This information includes your email address, first name, last name, country/region, and additional information.

From the Profile page you can:

- Edit your profile. (For more information, see Edit a profile on page 12.)
- Delete your account. (For more information, see Delete your company on page 13.)

**Edit a profile**

From the Profile page, you can modify your company information.

To change your basic information (such as your name or email address), click the go to HP account link. The system displays the change account information on the HP account page.

To edit your profile, complete the following steps:

1. Log in to the system.
2. In the top right corner, click My page.
3. Make any changes, and then click Save.
If you enroll your app as **Listed** plan or **Transacted** plan, you must pay an annual enrollment fee. To make it, you must register **Payment method** (credit card, PayPal, Skrill Wallet). For a transacted plan, an additional **Affiliate ID** is required to be obtained through HP’s merchant. You can receive revenue generated by the app through the **Affiliate ID**. Your app will not be published until Payment method are provided and you have received an Affiliate ID from HP’s merchant. Please start the Affiliate ID process as soon as possible to prevent any delay in publishing.

4. Click **OK** in the message that appears to confirm the change.

If you want to clear the changes, click **Reset**.

---

**Delete your company**

If you are not going to use the system anymore, you can delete your company.

All applications you and your employees have created, and all your and your employees’ personal information will be deleted when you in delete your company.

To delete your company, complete the following steps:

1. Log in to the system.
2. In the top right corner, click **My page**.

![My page](https://example.com/my-page.png)

3. Click the **delete your company** link. The **Delete your company** page appears.

![Delete your company](https://example.com/delete-company.png)

4. Select the **My company wants to stop using HP App Center and HP Command Center** checkbox, and then click **Done**.

5. Click **Delete** in the message that appears to confirm the deletion.

6. Click **OK**. You will be logged out of HP App Center.

Only Master Admin can delete his/her own company tenant.
Manage your members

HP App Center provides tenant structure and user hierarchy for your convenience. There are 4 hierarchies on HP App Center.

Types of HP App Center Hierarchies

- Master admin can manage company tenant itself, apps and users
- Admin can manage apps and users on behalf of Master admin.
- Developer only can initiate app submission process.
- Business Development can finalize the (enrollment plan), app submission process and manage app portfolio.

Invite additional members

To invite additional members, complete the following steps:

1. Log in to the system.
2. In the top menu, click Users/ User list.
3. Enter your designated member’s email address.
4. Select his/her role.
5. Click Save button then send invitation mail to your assigned member.
Delete the members

To delete a member, complete the following steps:

1. Log in to the system.

2. In the top menu, click **Users/ User list**.

3. Select the account of the employee you want to delete.

4. Click **Remove** button.

5. Click **OK** button on popup window. Then this member’s account will be completely removed from your tenant user list.

Only Master Admin and Admin can invite and manage user.
Developer and Business development cannot manage user permission.
Manage applications

HP App Center enables you to register and manage Workpath applications that you develop. After you register an application, it must go through the validation and verification (VAV) process.

VAV is the responsibility of HP administrator. As a developer, you can manage your applications as follows:

- Monitor the status of VAV. (For more information, see Use the Application List on page 31.)
- Edit details. (For more information, see Edit applications on page 27.)
- Test flight. (For more information, see Test flight on page 39.)
- Cancel the VAV process. (For more information, see Cancel VAV on page 38.)
- Create a new version of an application. (For more information, see Create new versions of applications on page 44.)
- Publish an application. (For more information, see Publish applications on page 40.)
- Stop an application from being published. (For more information, see Stop application publishing on page 40.)
- Remove an application. (For more information, see Remove applications on page 45.)

The system also allows you to communicate with HP administrator using the forum. (For more information, see VAV comments on page 41.)
The Dashboard shows the status of your applications and includes the following items.

### Dashboard

#### Overview

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<thead>
<tr>
<th>Draft</th>
<th>Requested</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>Ready to enroll</td>
<td>0</td>
</tr>
<tr>
<td>USU</td>
<td>Test flight</td>
<td>0</td>
</tr>
</tbody>
</table>

#### Plans

**Private**
- Approved: 0
- Requested: 0

**Listed**
- Approved: 0
- Requested: 0

**Transacted**
- Approved: 0
- Requested: 0

#### Management

**Affiliate ID**
- Become an affiliate

**Payment methods**
- Manage
- Registered

**Revenue**
- View revenue report

**Upcoming fee payment**
- Registered
- $0
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Overview</td>
<td>Draft:</td>
</tr>
<tr>
<td></td>
<td>Requested:</td>
</tr>
<tr>
<td></td>
<td>Approved:</td>
</tr>
<tr>
<td>2 Plans</td>
<td>Requested:</td>
</tr>
<tr>
<td></td>
<td>Private&lt;br&gt;Listed&lt;br&gt;Transacted</td>
</tr>
</tbody>
</table>
Register new applications

To register a new application, complete the following steps:

1. Log in to the system.
2. From the left panel/Apps drop-down menu, open Requested/Approved or navigate to Dashboard page.
3. Click Register new app.
   The Register new app page appears.
   
   📑 If there is already a similar app that you want to refer to, select and access the detail of the app from Requested or Approved app list and then click ‘Copy to new draft’.
   The ‘Register new app’ page with the app data (except the hpk file) copied will appear.

4. Check the box if you prefer to skip the Test flight on HP Command Center.
   📑 “Test flight” allows developers to test the apps they submit at HP Command Center.
   Try this feature using HP Command Center icon on extension gateway, after submitting the app.

5. In the App Info tab, click Browse in App file to add an HPK file.
   📑 The file size cannot exceed 100 MB.
6. Select and open the HPK file of your application.
7. Click **Add** to add languages supported. Multi language can be selected.

8. If you would like to add credentials for use with HP Token Proxy, click **Add** in the **Client credentials** area.

9. If necessary, configure the list of compatible and incompatible products in the **Devices used for app testing** area.

10. To define the list of devices that support the application, select **Compatible devices**.
    - Or-
    To define the list of devices that do not support the application, select **Incompatible devices**.
    
    a. Click **Add**.
    
    b. Select the desired product category from the **Category** list.
    
    - In the **Series name** field, enter the product series, and then click the magnifier icon. The product series list is updated to match your search request.
    
    - 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.
    
    c. Click **Add**. The product series is added to the list of compatible/incompatible products.
    
    d. Repeat these steps to add as many product series as you need.

    You can edit the list of compatible/incompatible devices. To remove a product series from the list, select the desired series, and then click **Remove**. To change product firmware versions of a product series, click **Edit** for the desired product series, select firmware versions, and then click **OK**.

11. In the **App guide** area, click **Browse**, and then add the application tutorial file.

   The file size cannot exceed 20 MB.

12. Click **Save Draft**, and then click **OK**, if you do not need to submit the application for VAV immediately.
    - Or-
    Click **Upload** to upload the application and go to Enroll app stage.

13. The **App configuration template** allows applications to be configured remotely. This template should be compatible with all versions of the application.
If you have new, required elements for configuration, you should create a new application, not a new version of an existing application.

14. In **Data collection tab**, select the types of data that will be used or collected by this app.

This field will be only used by HP Privacy team to confirm before the app approval. These types of data should be properly reflected in the privacy statement if applicable, but this Data collection field will not be separately displayed in the HP Command Center solution catalog or app interface.

15. Click **Save Draft**, and then click **OK**, if you do not need to submit the application for VAV immediately. **Or**

Click **Upload** to upload the application and go to Enroll app stage.

16. In **Pricing & Distribution tab**, select an enrollment plan from **Plan type** on Enroll app page.

To skip the test flight, check **Skip the flight on HP Command Center**.

The choice of an enrollment plan is usually a business decision. To help your business team make an informed decision, have them carefully review all of the information provided on the HP Workpath page. Enrollment plans that have associated fees will require you to provide credit card information to complete the enrollment.

Enrolling an application into the Transacted plan for the first time will require you to complete an additional underwriting process to receive an Affiliate ID from HP’s merchant. After an enrollment plan is chosen and approved, you can update your app’s submitted plan. (exception: In case of plan change from Listed to Private, it should be require the System Owner’s approval).
17. From the License type list, select your application license type:

- **Free**: Enter the website URL for Terms & conditions for resellers.
- **Paid**: Enter the website URL for Price option for Listed plan and Terms & conditions for resellers. For Transacted paid app, the price is not in URL format.

18. Select the Publication option, which determines how your application will be published after it is approved:

- **Initial status as 'Published'**: Publishes the application to HP Command Center as soon as it is approved.
- **Initial status as 'Unpublished'**: Allows the application to not be published immediately after it is approved. You can change this option during VAV.

   You can change this publication status only twice after the application is approved.

19. In the Country/region area, you can select the country/region where the application will be published:

- **Worldwide**: The application will be published in all countries/regions.
- **Some regions or countries only**: The application will be published only in specific countries/regions. Click Add, select the desired countries/regions, and then click Add again.

   To quickly find the desired country/region, use the search bar in the dialog box. Enter a part or the full name of the country/region, and then click the magnifier icon. The country/region list is updated to match your search request.

20. In case of Transacted plan, you can enter price option.
• Check **Affiliate ID** if this is the first time to set up a Transacted app.

• **Click Create a new price**

  ![Create a new price](image)

  *Note: Price information can only be increased by up to 20% and only 1 time each year.*

• You can enter the price using the existing price template. In **Load a sample**, you choose a price template.

  ![Create a new price](image)

• Or you can define the price of the app as you want. You can enter price value for every currency.

  ![Create a new price](image)

• If you click +/- buttons, you can set up volume range for discounting. You can define the volume and rate for discounts.
Enter **Price option name** and click **OK**. Then this Price option will be saved.

Review saved price option and each value.

In the **App icons** area from Catalog listing tab, click the image placeholders, and then add the application icons to be displayed in HP App Center and HP Command Center.

Images must be JPG, GIF, PNG, or BMP format, and they must match these resolutions:

- 1024x768 screens: 62x62 pixels, 50x50 pixels
- 800x600 and 480x272 screens: 39x39 pixels
22. In the **Category** area, select the solution and industry types to which the application belongs.

23. In the **Description** field, enter the application details (such as, key features).

24. In the **Screenshots** area, click the image placeholder and then add one or more screenshots, as needed, to demonstrate the application.

   - You can add up to 5 images. Images must be JPG, GIF, PNG, or BMP format. Each image size cannot exceed 1 MB.

25. If your application has a demo video, enter the YouTube URL for the video in the **Video** field.

26. The **Terms and Conditions** area allows you to provide access to the end user license agreement (EULA) and privacy statement for the application. You can either select **URL** and link to this information, or you can select **File** and upload a copy of this information.

   - If you upload files, they must be HTML, HTM, or TXT files. Each file size cannot exceed 1 MB.

27. Provide the Support contact with Email address or Website. At least one is required.
28. Click **Enroll** button to go forward.

![Enroll button](image-url)

29. Agree to the Terms of Service for enrollment and then click **OK**.

![Terms of Service](image-url)

- Check "I accept the HP Direct Sales (MPS) priming and policy", if you want your transacted app to be used in HP Direct business (MPS).

30. Click **Save**, if you do not need to submit the application for the VAV process immediately.
   - Or -
   Click **Enroll** to submit the application for the VAV process immediately. The system notifies you about the estimated date when VAV will be finished.

The application is added to the **Requested** apps list. If the application is saved as a before submission, the status is indicated as **Draft** or **Ready to Enroll**. Apps in these statuses are stored for a week and then automatically deleted if no changes have been made. If you submit the application, the status is indicated as **VAV Request**.
**Edit applications**

With HP App Center, you can edit application details if the application status is:

- Draft
- Ready to enroll
- VAV Request
- VAV
- Test flight
- Waiting for approval
- Published
- Unpublished
- Private

If the status is “Waiting for approval”, “Published”, “Unpublished” or “Private”, you can only edit:

- Data on the language tab (including the ability to add another language)
- Contact data (including email address and website)
- A list of compatible/incompatible devices
- MOC file
- Client Credentials

To edit application details, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Requested/Approved.
3. Select the application you need to edit.
4. Complete the following steps for the status of your application:
   - **Draft**: Go to step 5.
   - All other statuses besides Draft: Click Edit on the app info tab.
5. On the displayed Edit app page, modify the application details as you would if you were registering a new application, but click Save to upload files.
6. Click Upload if the application status is “Draft”.


Change Plan Type

To change the enrollment plan, complete the following steps.

1. Log in to the system.

2. From the left pane/Apps drop-down menu, open Requested/Approved.

3. Select the application you need to change.
   - If the app is in requested stage and an approved version already exists, open the approved version.

4. On the Pricing & Distribution tab, click Edit.

5. Select a new plan type, enter required information, and then click Save.

6. A notification about the updated Schedule4 appears. Read and agree to this new Schedule4 to continue.

Cases with pre-condition

In most cases, you can select any other plan. However, if pre-conditions are required to change to a certain plan, the plan is unavailable. You can review the explanations for these pre-conditions and learn what is required to enable the selection.
• If no Affiliate ID is available in your profile, you cannot change to a “Transacted” plan.

• If your “Transacted” app is already deployed on customer devices, you cannot change to other plans.

• If your payment method is not registered, you cannot change to “Listed” or “Transacted” plan.

Changing from “Listed” to “Private”

To change the plan from “Listed” to “Private”, confirmation from the HP administrator is required.

1. If you change a plan from Listed to Private and click Save, the following confirmation message appears. Click OK to continue.

   ![Request for change]

2. A confirmation request is sent to the HP administrator, and a notification about the updated Schedule4 appears. Read and agree to this new Schedule4 to continue.

   • The current plan and data (before the change) remain on the page until the HP administrator confirms the request. Until then, you will see “Change pending” indicator, and your desired change detail will be shown in this indicator.
<table>
<thead>
<tr>
<th>Plan type</th>
<th>Listed</th>
<th>Learn More</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan type Private</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retailer ID: <a href="mailto:retailer@email.com">retailer@email.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>License type</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>Publication</td>
<td>PUBLISHED</td>
<td></td>
</tr>
</tbody>
</table>
Use the Application List

All applications you add to HP App Center are stored in the Application List. This list allows you to manage your applications and monitor their VAV status. For your convenience, applications are grouped by status. You can view the following application lists:

- **Requested**: Includes applications that have not been approved yet. Applications in this list can have the following status: “Draft”, “Ready to Enroll”, “VAV Request”, “VAV”, “Test flight”, “Waiting for approval”, “Canceled” or “Failed”.

- **Approved**: Includes your applications that have already been approved. Applications in this list can have the following status: “Published”, “Unpublished”, “Private” or “Revoked”.

The following sections provide detailed descriptions of the application lists.

**Requested applications**

To view the **Requested** app list, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**. The **Requested** app list is displayed.

![Requested application list](image)

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

- **App name**: The application name.
- **Version**: The application version number (if available).
- **Status**: The current VAV status of the application:
  - “Draft”: The application file or other metadata have not been uploaded yet.
  - “Ready to enroll”: If the application file and metadata have been uploaded but have not been enrolled for VAV yet.
  - “VAV Request”: The application has been submitted and is pending VAV.
  - “VAV”: The application is being tested.
• “Test flight”: After passing VAV, the developer can run test flight in HP Command Center. Test flight can be used for testing the app on production devices or for demo purposes before the app is published. The developer can choose to skip test flight.

• “Waiting for approval”: The application has successfully passed testing and is pending publication.

• “Canceled”: VAV for the application has been canceled.

• “Failed”: The application has not passed testing.

- **Submission date**: The date the application was added to the system.

- **Updated**: The date of the latest application update.

- **License Type**: The application's license type (Free/ Paid).

- **Solution type**: The application’s Solution type (Document Management / Fleet Management / Output Management / Utility Management / Others).

- **Industry type**: The application's Industry type (Common/ Education/ Finance/Healthcare/ Legal/ Government/ Manufacturing/ Others).

- **Plan**: The enrollment plan for Application (Private/ Listed/ Transacted).

- **Free version**: The number of remaining free VAV.

You can manipulate and manage the Application List in the following ways:

- **Manage columns**:
  
  - Sort by any column (except Version, License Type, Solution Type, Industry Type, Free Version): Click in the column header. The icon is changed to .
  
  - Autosize columns: Hover the cursor over a column header and click . 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**: Drag the right side of the column header.

- **Add/remove columns**: In the list header, click . In the displayed column list, select/clear checkboxes of column names to add/remove columns to or from the Application List (if a column name is disabled, you cannot remove the column).

- **Pin a column to freeze it in a specific position**: Freezing columns lets 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 . 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 . In the displayed drop-down menu, click Pin column, then choose No pin. The column will go back to its initial position.

- **Search**: Searching for an application. (For more information, see Search the Application List on page 34.)
• **Filter (5):** Filtering the application list according to the condition you want. (For more information, see Use search filters in the Application List on page 35.)

• View application details: Click an application in the list. (For more information, see View application details on page 36.)

• View the total number of applications in VAV (6)

Above the Application List, you can view the VAV status bar (7). This status bar 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 applications

With the system, you can view the Approved app list.

To view this list, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved. The Approved app list is displayed.

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

- **App name:** The application name
- **Version:** The application version
- **Status:** The current status of the application
  - “Published”: The application has been published and is available for users in the HP Command Center.
  - “Unpublished”: The application meets the following conditions:
    - The application has been unpublished and, as a result, removed from HP Command Center. These applications can still be used if they are already installed on a device.
• The application is intended for self-distribution only. These applications won’t appear in HP Command Center but can be distributed and installed manually.

• “Private”: The enrollment plan of the application is set to Private.

• “Revoked”: The application has been revoked. A revoked application is not available in HP Command Center, and it cannot be used if already installed on a device.

• **Approved**: The date of the application was approved.

• **License Type**: The application’s license type (Free/Paid).

• **Solution Type**: The application’s solution type (Document Management / Fleet Management / Output Management / Utility Management / Others).

• **Industry Type**: The application’s industry type (Education/ Finance/ Healthcare/ Legal/ Government/ Manufacturing/ Others).

• **Plan**: The application’s enrollment plan (Private/ Listed/ Transacted).

• **Free version**: The number of remaining free VAV.

• **Fee payment**: The date when the enrollment fee is paid

• **No. of installs**: The total number of all the application installations all devices.

• **No. of installs (HP reseller)**: The number of the application installations on the HP reseller’s channel device(s)

• **No. of installs (HP direct)**: The number of the application installations on the HP direct’s device(s)

You can manage the Application List in the same way as the Requested app list. (For more information, see Requested applications on page 31.)

### Search the Application List

The system allows you to search the Application List so that you can quickly find specific applications. You can search for an application by its name.

To search for an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open the desired Application List.
3. Enter the name of the application you want to find in the search field above the Application List, and then click or press Enter. The Application List is updated to display the applications that match your search criteria.

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 criteria along with a Filter. For more information, see Use search filters in the Application List on next.

**Use search filters in the Application List**

With the system, you can filter the Application List to quickly find specific applications. The Filter pane appears above the Application List. Depending on the type of Application List, the Filter pane includes the following tabs:

- **Status**: Enables you to filter the Application List by status.
- **Plan type**: Enables you to filter the Application List by the enrollment plan.
- **Forum**: Enables you to find the applications with new comments posted. The tab is available for Requested apps only.
- **License type**: Enables you to filter the Application List by the application license type.

To filter the Application List, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open the desired Application List.
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, if you:

a. Select option **Published (Latest versions)** on the Status tab.

b. Specify the application name “HP” as another search parameter. Then the Application List includes only the latest versions of published Workpath applications containing “HP” in their names.

c. If you add another Status option (for example, **Revoked**), the Application List includes either the latest versions of published or revoked Workpath 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.
Filters for the Requested Application List

The system provides an additional filter for the Requested app list. This filter allows you to filter the list by key VAV statuses. This filter is represented as a status bar. Click a status circle icon to view a list of applications currently with this status.

View application details

With the system, you can view application details.

To view application details, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open the needed Application List.

The application details depend on the application status and include:

- **Status**: The current status of the application. If the application is currently under VAV, the status bar is shown, indicating the current VAV step for your application.

- **Failure reason/Cancellation reason**: This information is available if the application VAV had failed or was cancelled and includes an explanation for the failure or cancellation.

- **Reason for revoking**: This information is available if the application was revoked and includes an explanation of why the application was revoked.

- **App name**: The application name.

- **Updated**: The latest date the application was updated.

- **Submitted**: The date the application was submitted for VAV. If the application has been approved, the approval date is shown, instead, as “Approved”.

- **Revoked**: This information is available if the application was revoked, including the date it was revoked.
• **Submitter/Account type**: Your ID and account type.

• **Version**: The application version number.

• The VAV process: This information is displayed on the VAV process tab and is available until the application is approved. The tab provides a status bar so you can monitor the VAV progress, showing the VAV step your application is currently at (1) and when the application status was changed (2). Unless the application has failed VAV or is cancelled, the estimated date of VAV completion (3) is shown, as well. In this tab, you can also view the comments posted during VAV. (For more information, see View comments details on page 41.)

• The application file information and the related description: This information is displayed on the **App info** tab. From this tab, you can edit the application screenshots, video, EULA and other details provided during the application submission.

• Pricing & Distribution info is displayed on the **Pricing & Distribution** tab. From this tab, you can change the enrollment plan. (For more information, see Change Plan Type on page 28.)
The List button: Located in the upper-right corner of the page, this button allows you to navigate back to the Application List.

Application verification and validation

When an application is submitted, it must go through the on-demand verification and validation (VAV) process. VAV reviews typically are completed within 72 hours, allowing agile support of both customers’ needs, as well as time to address the occasional bug fix. (For more information, visit this website: here).

If the application successfully passes the VAV process, it can be:

- Published. The published application is available in HP Command Center, and users can select the application and 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 HP Command Center but is distributed, instead, according to the distributor’s needs.

HP App Center allows you to monitor the VAV process for your application, as well as manage the application, as needed (for example, edit, create new version, remove).

Cancel VAV

You might need to cancel VAV for a submitted application. VAV can be canceled if the application has not reached the VAV stage yet.

To cancel the application VAV, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Requested.
3. In the Application List, select an application that has “VAV Request” status.
4. Click Cancel process, and then enter the reason for cancellation.
5. Click OK. The application status is changed to “Canceled”.

VAV results

After VAV of an application has finished, the application status is changed according to the test results. The results can be either “Passed” or “Failed”. If “Passed”, the application status is changed to “Test flight” or “Waiting for approval” depending on the selected option.

If the VAV results “Failed”, the application status is changed to “Failed”, and you will receive the corresponding notification.

If an application fails VAV, you can do one of the following:

- Create a new application version. (For more information, see Create a new application version on page 49.)
- Remove the application. (For more information, see Remove the application on page 50.)

**Test flight**

After passing VAV, the developer can run test flight in HP Command Center. Test flight can be used for testing the app on production devices or for demo purposes before the app is published. The developer can complete test flight by clicking **Complete test flight** button. During test flight app is available only in HP Command Center demo pool. App can be approved, registered in HP Command Center, and added to users’ portfolio only after test flight is completed.

![App20 for Design Team](image)

**Application registration**

An application that successfully passed VAV testing can be registered. The registered application is approved to be installed on compatible devices. Before the application can be registered, the HPK file must be signed by HP. After registration, the application is available for installation from the HP Command Center (unless the application has been set for unpublished).

If an application has been set for unpublished, make sure you download the HPK file that passed VAV and that has been signed by HP. Otherwise, the application cannot be installed on devices.

After your application is registered you will receive a corresponding notification, and you can view the registered application in the **Approved** app list. Its status is either “Published” or “Unpublished” or “Private”, if set for **published, unpublished or private plan**.

If the status is “Published”, you can:

- Edit the application. (For more information, see Edit applications on page 27.)
- Change plan type. (For more information, see Change Plan Type on page 28.)
- Create a new version of the application. (For more information, see Create a new application version on page 49.)
- Stop publishing of the application. (For more information, see Stop application publishing on page 40.)
- Remove the application. (For more information, see Remove the application on page 50.)

If the status is “Unpublished”, you can:

- Edit the application. (For more information, see Edit applications on page 27.)
• Edit applications on page 27.)
• Change plan type. (For more information, see Change Plan Type on page 28.)
• Create a new version of the application. (For more information, see Create a new application version on page 49.)
• Publish the application. (For more information, see Publish applications on page 40.)
• Remove the application. (For more information, see Remove the application on page 50.)

If the status is “Private”, you can:

• Edit the application. (For more information, see

• Edit applications on page 27.)
• Change plan type. (For more information, see Change Plan Type on page 28.)
• Create a new version of the application. (For more information, see Create a new application version on page 49.)
• Publish the application. (For more information, see Publish applications on page 40.)
• Remove the application. (For more information, see Remove the application on page 50.)

Stop application publishing

If an application successfully passes verification and validation, it is registered in the system. The status of the application is set to “Published”, and the application is made available for installation from HP Command Center.

However, you might need to make an application unavailable for installation through HP Command Center (for quality checks or other reasons). In this case, you can stop publishing the application in the system.

After an application has been unpublished, you can publish the application again. (For more information, see Publish applications on page 40.)

Publication option changes are allowed only twice. You can stop publishing once and then publish again, but you cannot stop publishing the application again after that. Therefore, exercise caution when determining whether to stop publishing your applications.

To stop publishing an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application that has the status “Published”.
4. Click Edit in the Pricing & distribution section and change the Publication option to Unpublished.

The application status is changed to “Unpublished”, and the unpublished application is stored in the Approved app list. (For more information, see Approved applications on page 33.)
Publish applications

An application can be unpublished made unavailable for downloading from HP Command Center. (For more information, see Stop application publishing on page 44). However, if you want to make the application available again, you can publish the app again.

Publication option changes are allowed only twice. You can stop publishing once and then publish again, but you cannot stop publishing the application again after that. Subsequently, you should contact system owner or create new version of the application. Therefore, exercise caution when determining whether to stop publishing your applications.

To publish the app again, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application that has the status “Unpublished”.
4. Click Edit in the Pricing & distribution section and change the Publication option to Published.

The application status is changed to “Published”, and the published application is stored in the Approved app list. (For more information, see Approved applications on page 33.)

VAV comments

You can use the system to exchange comments with the HP administrator during the verification and validation process for your application. 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. From this tab, you can:

- View comments. (For more information, see View comments on page 46.)
- Add a comment. (For more information, see Add comments on page 46.)
- Edit your comment. (For more information, see Edit comments on page 47.)
- Reply to a comment. (For more information, see Reply to comments on page 47.)
- Delete your comment. (For more information, see Delete comments on page 47.)
The actions cannot be performed after an application has been approved, i.e. has a status of “Published”, “Unpublished” or “Private”.

**View comments**

When your application goes through the VAV process, the HP administrator might post comments related to the application and its verification and validation. As a new comment is added, a · appears in the Application List next to the application icon, indicating that a new comment has been added.

![Application List](image)

To view the comments, select the desired application. The **VAV process** tab in the application details appears, with comments shown below the status bar.

![VAV Process Tab](image)

The **VAV process** tab is available until the application is approved. Until then, you can review the comments whenever needed. On the status bar, click a status circle icon to view comments made at that status.

**Add comments**

To add a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select an application about which you would like to comment.
4. Open the **VAV process** tab.
5. In the text field, enter your comment.
   - If necessary, click ![Attachment](image) and attach an image or document to the comment. The file size cannot exceed 100 MB.
   - To delete the attachment, click ![Delete Attachment](image).
6. Click **Send**.

The system notifies the comment author and addressee that a new comment is available, and · appears in the addressee’s Application List to show the new comment is available.
**Edit comments**

To edit a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select the application that has a comment you’d like to change.
4. Open the **VAV process** tab.
5. Locate your comment, and then click **Edit**.
6. Update the comment, and then click **Save**.

**Reply to comments**

To reply to a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select the application that has the comment to which you’d like to reply.
4. Open the **VAV process** tab.
5. Locate the needed comment and click the **Reply** button.
6. Enter your comment, and then click **Send**.

**Delete comments**

To delete a comment, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open **Requested**.
3. In the Application List, select the application that has a comment that you’d like to delete.
4. Open the **VAV process** tab.
5. Locate your comment, click **Delete**, and then click **OK** to confirm the deletion.
Create new versions of applications

With the system, you can register a new version of an application at different points in the verification and validation process. You can do so in the following situations:

- The application verification and validation has been cancelled.
- The application testing has failed.
- A new application version is made available after the application had been approved in the system.

To register a new version of an application, complete the following steps:

1. Log in to the system.
2. From the left pane/Apps drop-down menu, open Approved.
3. In the Application List, select an application with one of the following statuses:
   - “Canceled”
   - “Failed”
   - “Published”
   - “Unpublished”
   - “Private”
   - “Revoked”
4. Click Copy to new draft, and then click OK to confirm copying all metadata to create the new version.
   Otherwise developer can create a new version by choosing the Register new app button in “Dashboard” or Apps/Requested. In this case, all meta data must be newly defined.
5. On the Register new app page, in the App file field, click Browse.
6. Select and open the HPK file of the new application version.
   For Workpath applications, make sure 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 100 MB.
7. If needed, edit the application details as you would if you were registering a new application. (For more information, see Register new applications on page 19.)
8. Click Save Draft, and then click OK if you do not need to submit the application for VAV immediately.

The application is added to the Requested app list. If you Upload the application, its status is set to Ready to enroll. If you have saved it as a draft, the application status is set to Draft. Application in Draft or Ready to enroll statuses are stored for a week and then deleted automatically if you do not make any changes to them.
**Revoke applications**

If an installed application operates incorrectly or negatively affects the device, the application can be revoked by HP administrator. A revoked application is removed from the HP Command Center and cannot be launched on a device. When your application is revoked, you receive a corresponding notification. You can view the revoked application in the **Approved** app list, and the applications status is set to “Revoked”.

With the system, you can:

- Create a new version of the revoked application. (For more information, see [Create new versions of applications](#) on page 44.)
- Remove the revoked application. (For more information, see [Remove applications](#) on page 45.)

**Remove applications**

You can use the system to remove applications at different stages of the application life cycle, including when apps are set to the following statuses:

- “Draft”
- “Canceled”
- “Failed”
- “Published”
- “Unpublished”
- “Private”
- “Revoked”

The HP administrator has permission to remove your applications, as well. If the HP administrator removes your “Published”, “Unpublished”, or “Revoked” applications, you will receive a corresponding notification. However, if the HP administrator removes “Failed” or “Cancelled” applications, notifications are not sent.

To remove an application, complete the following steps:

1. Log in to the system.
2. From the left panel/Apps drop-down menu, open the needed Application List.
3. In the Application List, select the application you want to remove.
4. On the displayed application details page, click **Remove**.
5. Specify the reason for removing the app, and then click **OK**. The application is no longer available in your app list.
Reports

With HP App Center, you can view reports available in the system. These reports are generated periodically and can be found under the Reports menu.

Monthly report

The Monthly Report provides an overview of the number of apps installations and resellers involved into distribution process. It also contains distribution statistics by devices, resellers, countries and currencies per each app.

⚠️ If you do not have any approved app for the month, the monthly report will not be generated at this period.

To view monthly report, complete the following steps:

1. Log in to the system.
2. In the Main Menu, select Reports, and then select Monthly report. The monthly report form appears.
3. Select the month containing the information you want, and then click Download. The monthly report for selected period will be downloaded.
Support

With HP App Center, you can view supporting materials and frequently asked questions (FAQs). This information can help you develop your applications and support them throughout their lifecycle within the system. These resources are provided by the HP administrators, and can be found under the Support menu.

If you have questions related to topics not covered in these resources, you can contact the HP administrator directly by clicking the Contact the support teams link (For more information, see Contact the support teams on page 48).

Resources

The HP administrator can provide information that can help you work in HP App Center - including SDKs, manuals, videos, links to useful materials, and more.

To view these resources, complete the following steps:

1. Log in to the system.
2. In the Main Menu, select Support, and then select Resources.
   The Resource List appears.

3. Click to expand or collapse resource items.

You can also search the available resources by resource title to quickly find the information you need:

1. Enter a search parameter related to the title of the resource you are searching for in the search field above the resource list.
2. Click or press Enter.
   The resource list is updated to display the available resources having titles matching your request.

3. 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.
4. To view all resources again, click clear all for each search parameter or clear all to clear all search parameters at once.

**Contact the support team**

If you have any questions about HP App Center, you can contact the support team directly.

To contact the support team, complete the following steps:

1. Log in to the system.
2. At the bottom of any page, click the Contact us link.
   The contact form appears.

3. In the **Subject** field, enter the subject of your request.
4. From the **Category** list, select the type of request you are making.
5. In the **Message** field, enter your request.
6. Click **Send**.

**FAQs**

HP App Center provides an *FAQ* page that allows you to quickly find answers to common questions about the system.
To view the FAQ, complete the following steps:

1. Log in to the system.
2. In the Main Menu, select **Support**, and then select **FAQ**.
   The FAQ List appears.
3. Click to expand or collapse FAQ items.

You can search the FAQ list by item title quickly find the information you need:

1. Enter a search parameter related to the title of the FAQ you are searching for in the search field above the FAQ list.

2. Click or press Enter. The FAQ list is updated to display the available FAQs having titles matching your request.

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

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

HP App Center is designed to notify you about events relevant to you and your applications. For example, when the HP administrator approved your account request or when your application is revoked, the System notifies you by email.

Other types of the notifications can be seen from within the system, itself. Whenever a new notification is available, these icons appear: ⚠️.

On the Notification icon (1). This icon lets you know that the HP administrator has sent you a new message (such as a notification about scheduled system maintenance). (For more information, see Notifications on page 50.)

- Next to an application icon (2). This icon alerts you to new comments that have been posted as part of the VAV process for the indicated application. (For more information, see VAV comments on page 41.)

Notifications

With HP App Center, you can view notifications that have been provided by the HP administrator.

To view notifications sent by the HP administrator, complete the following steps:

1. Log in to the system.
2. In the top right corner, click the Notification icon ⚠️.
   The Notification List appears.

   ![Notifications Window]

3. Click ⬇️ to expand or collapse a notification item.
Glossary

**Developer**

A user role in HP App Center that allows the user to register and manage his or her applications, to monitor the progress of the verification and validation process, and to provide comments on this process.

**HP account**

An HP account connects all HP applications (such as HP App Center and HP Command Center).

**HP administrator**

A user role in HP App Center that entitles the user to approve user accounts and manage the verification and validation process for applications. This user can revoke an application from HP Command Center.

**HP Command Center**

HP Command Center is a cloud-based portal for secure remote and outcome-based solution management. HP channel partners easily discover, subscribe, deploy and configure apps to a customer’s printing fleet with a few clicks.

**HPK file**

Any app intended for use on any HP device must be specially packaged (HPK file). A HPK file includes signed APK and provides app-related information not present in a standard APK file. A HPK file intended for VAV and publishing must include the signed/release version of APK.

**HP Workpath app**

A HP Workpath app allows users to connect various functions available in their HP MFP device (such as copy, print, scan, and fax) to the cloud. Developers can use HP App Center to create HP Workpath apps, using many of the same tools and processes used to develop Android apps. These apps are then submitted to HP App Center for wider distribution. (HP Workpath app also refers to the format of these apps created using HP App Center.)

**MOC file**

A Manifest of Configuration (MOC) file is a file in XML format and has an extension as “.moc”. The purpose of a MOC file is to describe your application’s configuration parameters, including how those parameters should be presented to users within HP Command Center’s user interface in a well-structured, editable format. The MOC file schema (.xsd) and several examples are included in the MOCTool package (available on the Downloads page).

**MOCTool**

To facilitate development and testing of remote configuration for your app, you will use the MOCTool. For details on installation and usage see the User Guide in the MOCTool package (available on the Downloads page).

**Schedule 4**

This Schedule 4 is appended to and becomes part of the HP Command Center Service Agreement between the party completing and signing this Schedule 4 (referred to as Vendor in the Agreement) and HP. This Schedule 4 includes financial obligations between Vendor and HP related to distribution plans for Vendor Products/Apps developed pursuant to the Agreement, and also may include marketing plan benefits associated with each distribution plan.

**VAV**

“Verification and validation”. This process is used to test applications to ensure they meet certain quality standards. If an application successfully passes the VAV process, it can be published in HP Command Center and subsequently installed by users on their devices.