



# HP Roam for Business - Deployment Guide

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# 1 Introduction

HP Roam for Business (HP Roam) is a secure print solution that allows users to discover and print to HP Roam-enabled printers from virtually anywhere using the cloud.

For information about privacy, security, and data protection, go to <http://www.hp.com/privacy>.

This document provides instructions for HP Roam administrators on how to successfully enable and deploy the HP Roam solution in a business environment.



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## 2 HP Roam Requirements

Use the following list to ensure that the HP Roam app, portal, and printer requirements are met before deploying the HP Roam solution in a business environment.

### Printer requirements

- HP Roam is compatible with select HP LaserJet Pro, HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, and HP PageWide Managed printers.  
To view the list, go to the [HP Roam for Business Compatibility matrix](#).
- HP Enterprise printers must be running HP FutureSmart firmware version 4.9 and newer.  
For more information, go to the [Latest Firmware Versions](#).
- Printers must have Bluetooth Low Energy (BLE) capability to print using the HP Roam app for Android and iOS. Go to the [HP Roam for Business compatibility matrix](#) for a list of printers supported by HP Roam and whether each has embedded BLE capability or requires a Bluetooth accessory to discover printers.
- Printers must have internet access with the following ports accessible through the firewall, if applicable:
  - Port 631 IPP/IPPS
  - Port 443 HTTP

### HP Roam App for Android or iOS requirements

- Android 6.0 or newer
- iOS 11 or newer
- Bluetooth capability and Location services must be enabled on mobile devices.
- Android and iOS devices must allow notifications in order to receive HP Roam discovery prompts when nearby printers are detected.

### HP Roam App for Windows requirements

- Windows 7 or Windows 10
- Windows platforms require .Net 4.6.1 installed on the client workstation

### HP Roam Web Portal requirements

- Must have internet access to <https://www.roamprint.com>.



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## 3 Setup an HP Roam account

To setup HP Roam, follow these steps.

### Activate the HP Roam license and administrator account

To activate the HP Roam license, follow these steps:

1. Open the HP Roam for Business delivery confirmation email from HPInc\_software@hp.com.

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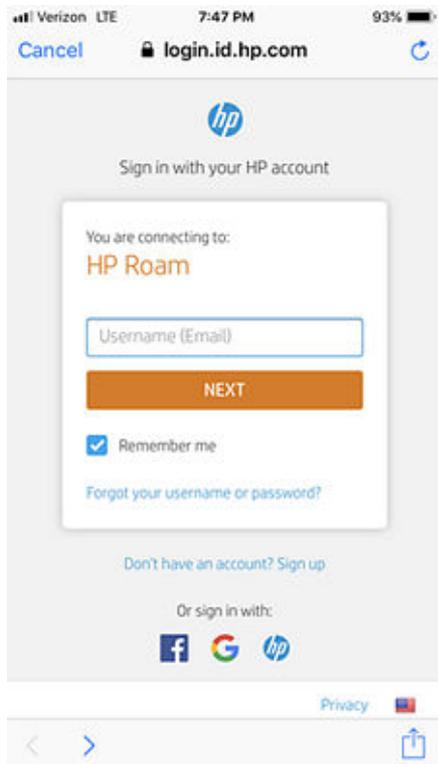
 **NOTE:** This email is sent to you after purchase with the subject line **Your HP e-software Delivery Confirmation**. If you can't find this email, ask your HP reseller to forward it to you.

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2. Click the **Activate Your Product** button at the bottom of the email or go to <https://roamlicensing.smartcloudprint.com>.

3. Click **Don't have an account? Sign up** to create an account, or click a logo to sign in with a Facebook, Google, or an HP Employee account.

 **NOTE:** The login credentials used the first time you log in will determine how you will need to sign in to your HP Roam for Business account in the future.



4. Locate the license key on the License Entitlement Certificate and make sure it matches the one received in your delivery confirmation email.



5. Click **Activate**.

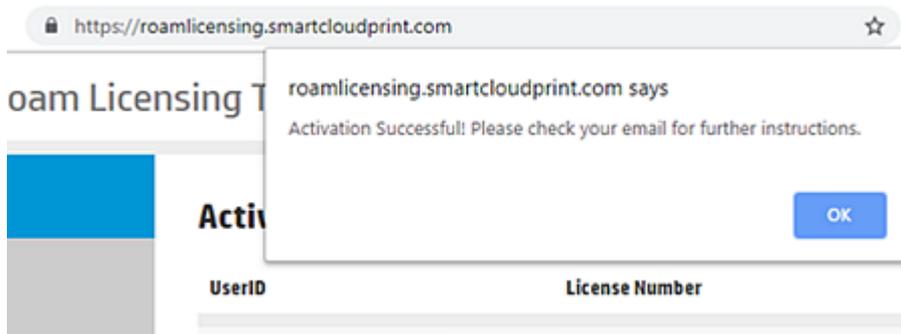
 **NOTE:** This will permanently associate the license with this HP Roam for Business account. If you already have an HP Roam for Business account linked to this User ID, this license will be added to that account.

- When the activation success prompt displays, click **OK** and check your email.

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 **NOTE:** The HP Roam email might take several minutes to arrive in the inbox. Make sure it has not been routed to junk or spam folders.

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- Open the **Activate your HP Roam Account** email and click **Activate** again. A browser window opens.

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 **NOTE:** The license term and expiration date is set based on the activation date and the duration of the purchased license.

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- On the HP Roam for Business SaaS Agreement prompt, click the link. The HP Roam SaaS Agreement opens in a new window.
- Read the agreement and click **Accept**. The window closes.
- Create a password, click **Submit**, and close the browser.

---

 **NOTE:** Password must adhere to the following standards:

- User name must not be present in password.
  - Password must not have 4 or more consecutive letters or digits.
  - If password has 8–9 characters, it needs at least 1 letter, 1 number, and 1 special character.
  - If password has 10+ characters, two characters are needed from two of these three categories: Letters, Numbers, Special Characters
- 

After the password has been set, you can log into the HP Roam Web Portal and start preparing the printer(s) for HP Roam. The *Setup the HP printer* section will walk you through the setup process.

To sign in to HP Roam in the future, return to <https://www.roamprint.com> and use the same HP, Facebook, or Google account credentials used earlier in this step.

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## 4 Setup the HP printer

To setup the HP printer to work with HP Roam, follow these steps.

### Make sure the printer is compatible

HP Roam is compatible with select HP LaserJet Pro, HP LaserJet Enterprise, HP LaserJet Managed, HP PageWide Enterprise, and HP PageWide Managed printers.

To make sure the printer is compatible, go to the [HP Roam for Business compatibility matrix](#).

If the printer is not listed, it cannot use HP Roam.

### Check the firmware version

For HP Roam functionality, HP Enterprise printers must be running HP FutureSmart firmware version 4.9 or newer. HP LaserJet Pro printers can skip this step.

To check the latest version of firmware available for the printer, go to [Latest firmware versions](#)

### Set the Embedded Web Server (EWS) password

To set the EWS password, follow these steps:

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 **NOTE:** If you are prompted to log in with administrator credentials after opening the EWS for the first time, do not perform this step. An EWS password has already been set. Contact the system administrator.

---

1. Open the EWS.
  - a. Open a web browser.
  - b. Type the printer's IP address in the URL field and press [Enter](#).
2. Set the EWS password.
  - For Enterprise printers, select the **Security** tab, and under the **Set the Local Administrator Password** section, type and confirm the new password.
  - For Pro printers, select the **Settings** tab, select **Security** from the left pane, select **Password Settings**, and then type and confirm the new password.
3. Click **Apply**.

## Set the proxy settings

If the company uses a proxy server, the proxy server information must be entered in the printer's Embedded Web Server (EWS) to allow the printer to communicate with the internet.

To set the proxy settings in the printer's EWS, follow these steps:

1. Open the EWS.
  - a. Open a web browser.
  - b. Type the printer's IP address in the url field and press [Enter](#).
2. Log in with administrator credentials.
3. Set the proxy settings.
  - For Enterprise printers, select the **HP Web Services** tab, select **Web Proxy** from the left pane, and then complete the provided fields.
  - For Pro printers, select the **Web Services** tab, select **Proxy Settings** from the left pane, select the **Manual** option, and then complete the provided fields.
4. Click **Apply**.

## Enable HP Web Services in the EWS

HP Web Services must be enabled to associate the printer with HP Roam and to allow the printer to receive print jobs from HP Roam.

To enable HP Web Services, follow these steps:

1. Open the EWS.
  - a. Open a web browser.
  - b. Type the printer's IP address in the url field and press [Enter](#).
2. Log in with administrator credentials.
3. Enable HP Web Services.
  - For Enterprise printers, select the **HP Web Services** tab, select **Web Services Setup** from the left pane, and then click the **Enable HP Web Services** button.
  - For Pro printers, select the **Web Services** tab and select **Setup** from the left pane.
4. Wait for the process to complete. It might take several minutes.



---

**NOTE:** If Web Services fails to enable due to a communication problem with Web Services servers, click **Enable Web Services** to try again. If HP Connect fails to connect, click **Refresh** to reconnect. If another error is received, check the Web Proxy configuration. If the Web services connection continues to fail, there might be an internal firewall preventing the connection. Contact the system administrator.

---

5. After Web Services is enabled, a printer email address is automatically generated.

 **NOTE:** Save the printer email address for a later step. You will need this information to add printers to HP Room.

Figure 4-1 HP Web Services enabled and printer email generated for an HP Enterprise printer

### Web Services Setup

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 **Success:**  
HP Web Services successfully enabled

---

HP Web Services and HPconnected.com

Web Services Status	Enabled
Printer connected to HP Connected	Connected

HP ePrint  ON  [More information.](#)



Product E-mail Address:

Printer Code: JW93DRMX3CH8R0DC

HP ePrintCenter

# Enable Bluetooth Low Energy (BLE) to discover and print to HP Roam-enabled printers

Bluetooth Low Energy (BLE) is used by the HP Roam Mobile App to discover nearby HP Roam-enabled printers. For HP printer models that do not have embedded Bluetooth capability, install an optional accessory such as the HP Jetdirect 3100w (3JN69A) or a Radius Networks RadBeacon (RADUSB).

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 **NOTE:** Bluetooth must be enabled on the mobile device and on the printer.

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To enable the Bluetooth Low Energy (BLE) on HP printers with embedded BLE capability or by installing an accessory, follow these steps.

## Step one: Enable the Bluetooth Low Energy (BLE) feature in the EWS

To enable the Bluetooth Low Energy (BLE) on HP printers with embedded BLE capability or by installing an accessory, follow these steps.

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 **NOTE:** This setting should remain enabled after a standard firmware update. If a partial clean or format disk is performed on the printer, BLE support will need to be enabled again.

---

1. Open the EWS.
  - a. Open a web browser.
  - b. Type the printer's IP address in the URL field and press **Enter**.
2. Log in with administrator credentials.
3. Enable the Bluetooth Low Energy (BLE) feature.
  - For Enterprise printers, select the **Security** tab, scroll down to the **Bluetooth Low Energy (BLE)** section, and select **Enabled** from the list.
  - For Pro printers, select the **Network** tab, select the **Bluetooth Low Energy** option from the left pane, select **Status**, and then select **Enable**.
4. Click **Apply**.

## Step two: Install a Bluetooth accessory on the printer

Printers that do not have embedded Bluetooth capability must install a BLE accessory. To check whether or not the printer needs this accessory, go to the [HP Roam for Business compatibility matrix](#).

### Method one: Install an HP Jetdirect 3100w BLE/NFC/Wireless accessory

Made for HP Enterprise printers, the HP Jetdirect 3100w BLE/NFC/Wireless accessory can be installed as an external USB accessory, or inserted into the printer's Hardware Integration Pocket (HIP2) on an HP Enterprise printer. For instructions, watch [this video](#). HP LaserJet Pro printers can skip this step.

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 **NOTE:** You might want to install the HP Jetdirect 3100w as an external accessory if the printer will also be using an HP Proximity Badge reader which should be installed into the HIP2 pocket. Additional setup, configuration, and troubleshooting information can be found at [www.hp.com/support/jd3100w](http://www.hp.com/support/jd3100w).

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#### Option one: Install in the HIP2 pocket

1. Power off the printer.
2. Locate and open the HIP2 pocket on the printer. The HIP2 location may vary by printer. Refer to the printer user guide, if needed.

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 **NOTE:** The HIP2 is covered by a rectangular cover that is retained by clips along its short edges. Using a thin, flat-blade screwdriver, gently pry the cover off.

---

3. Using the short USB cable from the accessory box, connect the white connector to the 3100w.
4. Connect the other end of the USB cable to the socket in the printer's HIP2.
5. Insert the hook-shaped clips of the 3100w into the HIP2 recess, and then gently press the 3100w onto the rounded clips until it is held securely in place.
6. Power on the printer.

#### Option two: Install as an external accessory

1. Using the long USB cable from the accessory box, connect the white connector to the Jetdirect 3100w.
2. Push the long USB cable into the slot on the accessory cover, insert the Jetdirect 3100w into the accessory cover, and gently press it until it snaps into place.
3. Use the fastener strips (included) to secure the accessory to the printer.
4. Connect the USB cable to one of the USB accessory ports on the printer. The accessory ports are usually located at the back of the printer.
5. When prompted, reboot the printer.

The Jetdirect 3100w will automatically configure itself for HP Roam. No additional configuration is needed.

## Method two: Use a RadBeacon USB accessory with an HP printer

The RadBeacon USB accessory can be used along side an HP LaserJet Pro or HP LaserJet Enterprise printer as an external USB accessory to help users auto-detect HP Roam-enabled printers. A direct connection to HP printers is not supported.

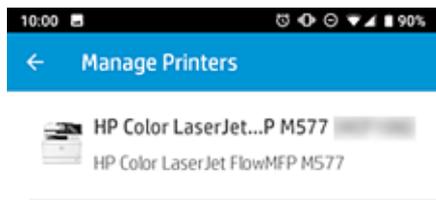
Because the RadBeacon is not directly connected to the printer, it must be connected to an external power source or power adapter, and then it must be paired to the HP Roam account before it can be used to print. To set up the RadBeacon USB with the HP printer, follow these steps:

 **NOTE:** The pairing process is performed from the HP Roam mobile app and you must be logged in with HP Roam administrator credentials.

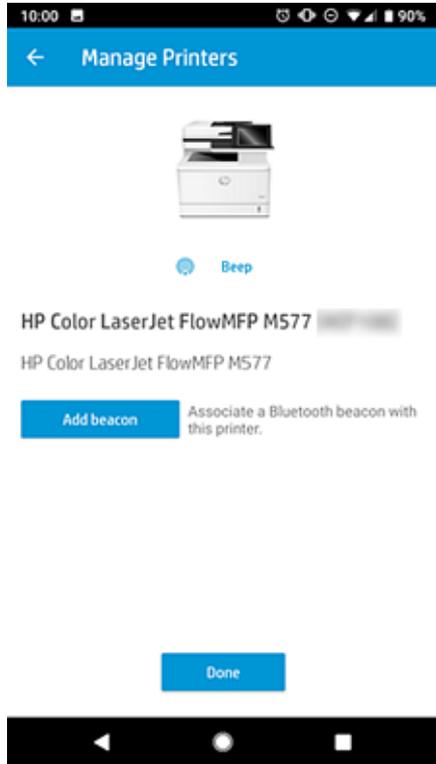
1. Connect the RadBeacon accessory to an external power source or power adapter.
2. Open the HP Roam mobile app.
3. Log in using HP Roam administrator credentials.
4. Connect the RadBeacon USB to an external power source or charger.
5. Click the menu icon  in the upper right corner of the HP Roam app, and select **Manage Printers**.

A list of printers available in the HP Roam Web Portal is generated.

6. Select the printer name you want to pair with the RadBeacon accessory.



7. Select **Add beacon**.

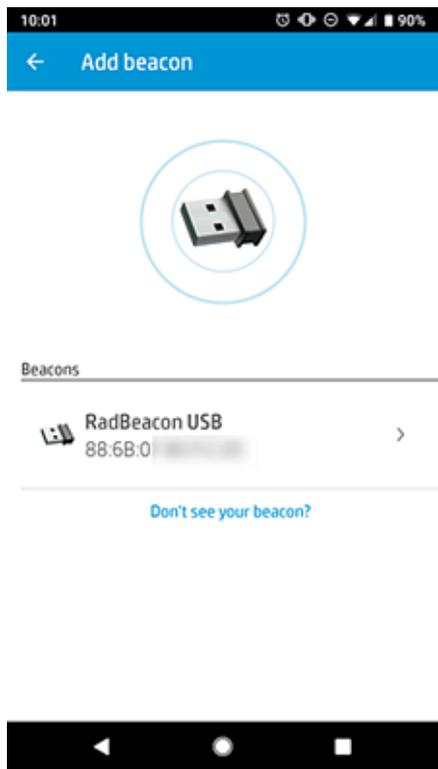


8. Select the discovered RadBeacon USB to begin the pairing process.

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 **NOTE:** The RadBeacon USB is only available for pairing for the first 30 minutes after being powered on. If the RadBeacon USB is not visible, try unplugging it and then plugging it in again.

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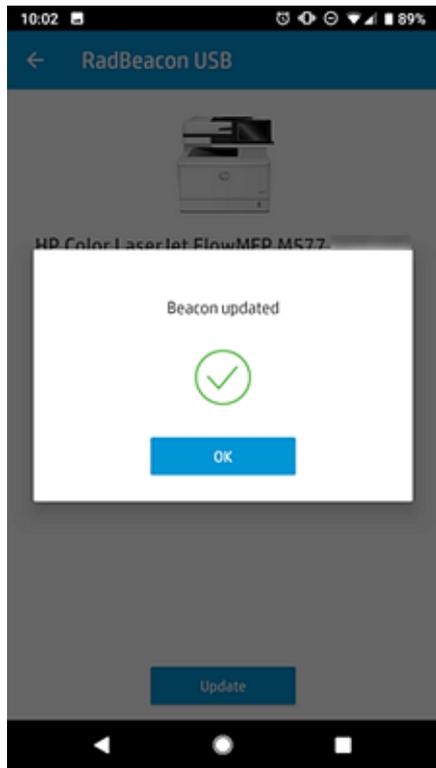
9. To change the PIN from the default value, select the **Update PIN** check box and type an 8-digit PIN number.

---

 **NOTE:** For improved security, HP recommends that you set a PIN on the RadBeacon USB during pairing. The updated PIN will be required for any future pairing activities. Be advised that there is no recovery process if you forget the PIN.

---

10. Select **Update**. When complete, a confirmation message displays. Click **OK**.

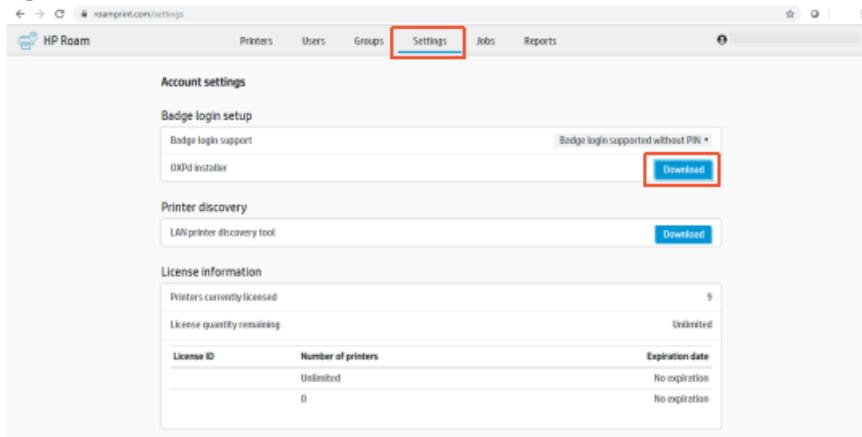


# Install the HP Roam Embedded Printer App

The HP Roam Embedded Printer App enables you to view, modify, and release HP Roam print jobs from the printer control panel.

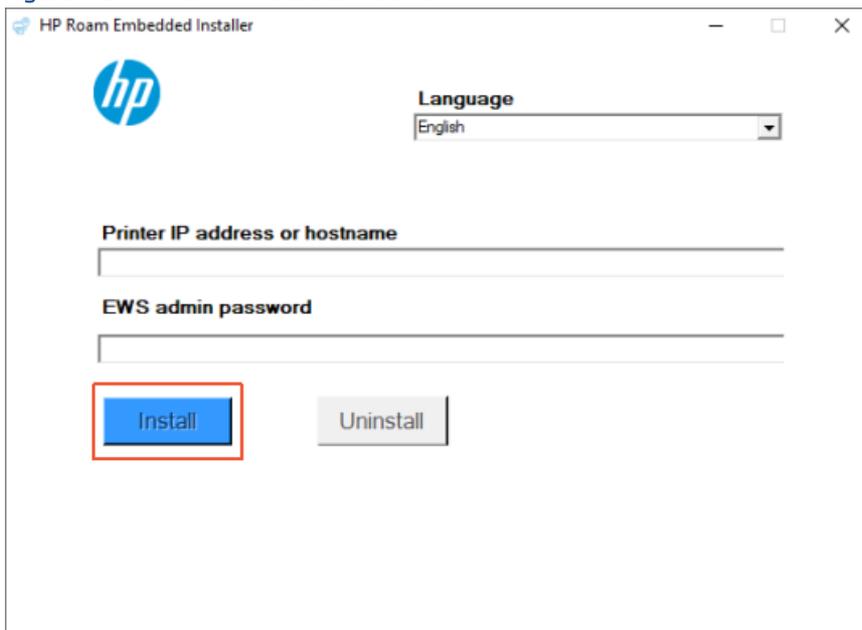
1. Sign in to the HP Roam Admin Console at <https://www.roamprint.com> using administrator credentials.
2. Click the **Settings** tab.
3. Click **Download** next to **OXPd Installer** in the Badge login setup section of the page.

Figure 4-2 Download the Roam Embedded Printer App



4. Save the RoamEmbedded Installer.exe file to a local folder.
5. Double-click RoamEmbeddedInstaller.exe to launch the HP Roam Embedded Installer.

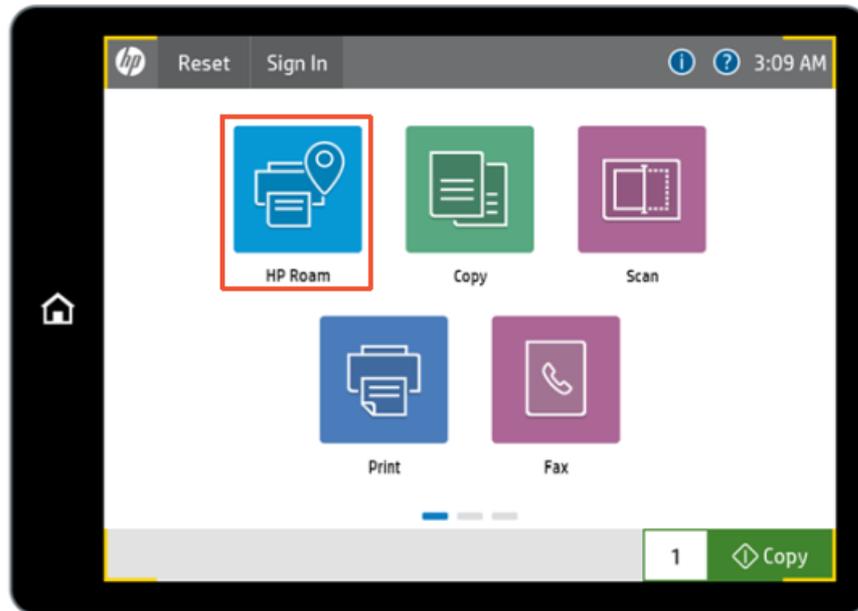
Figure 4-3 HP Roam Embedded Installer



6. Type the IP address and EWS admin password of the printer, and then click **Install** to instal the HP Roam Embedded Printer App.

The [HP Roam](#) button now appears on the printer control panel.

**Figure 4-4** HP Roam button on the printer control panel



For more information, go to the [HP Roam support home page](#).

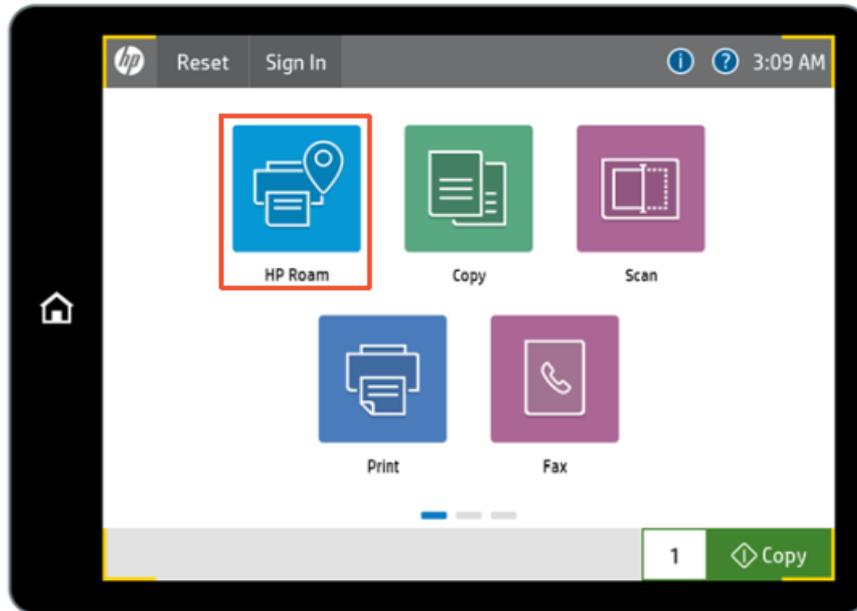
## Enable HP Roam to work with a badge reader

Use the following procedure to enable HP Roam to work with a badge reader. This procedure is a one-time step performed by a printer administrator.

HP Roam supports the HP Universal USB Proximity Card Reader X3D03A.

1. On the printer control panel, select the [HP Roam](#) button to open the HP Roam Embedded Printer App.

**Figure 4-5** HP Roam button on the printer control panel



2. Select [Install badge reader](#) to install the HP Roam Embedded Printer App driver for the HP Universal USB Proximity Card Reader X3D0A.
3. Type the EWS admin password for the printer.

After providing the EWS admin password for the printer, the badge reader is registered and the message [Badge reader is ready](#) appears in the lower left corner of the app in place of the [Install badge reader](#) button.

HP Roam deployment for this printer is complete. You can use the HP Roam Embedded Printer App to display and release available Roam print jobs.

For more information about the HP Universal USB Proximity Card Reader X3D03A, go to:

[HP LaserJet Enterprise, HP OfficeJet Enterprise, HP PageWide Enterprise - Install the HP Proximity card reader, X3D03A](#)

---

# 5 Add printers and users

To add printers and users to HP Roam, follow these steps.

## Add printers to HP Roam

Printers can be added to the list in one of three ways:

- Manually using the +Add Printer button
- Manually using a .csv file format (for multiple printers)
- Automatically using the HP Roam Connect Installer Tool

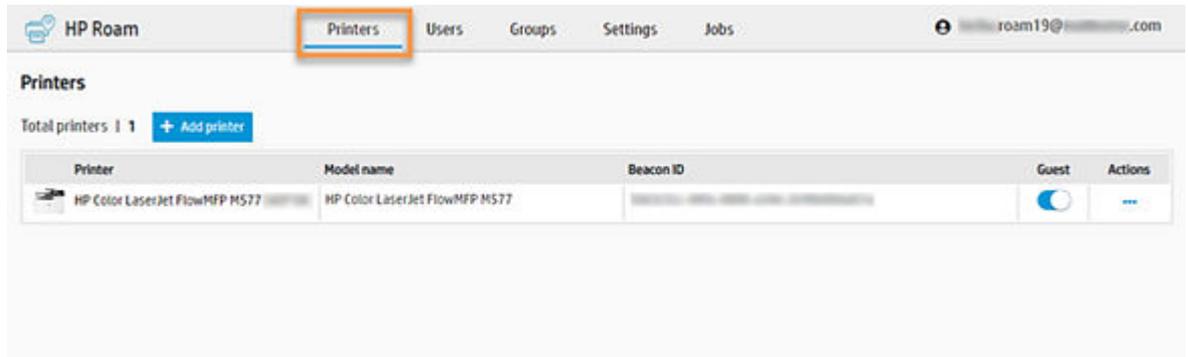
### Method one: Manually add printers using the +Add Printer button

To add a printer(s) manually, use the **+Add Printer** button.

1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
2. Click **Log in with HP ID** and log in using administrator credentials.

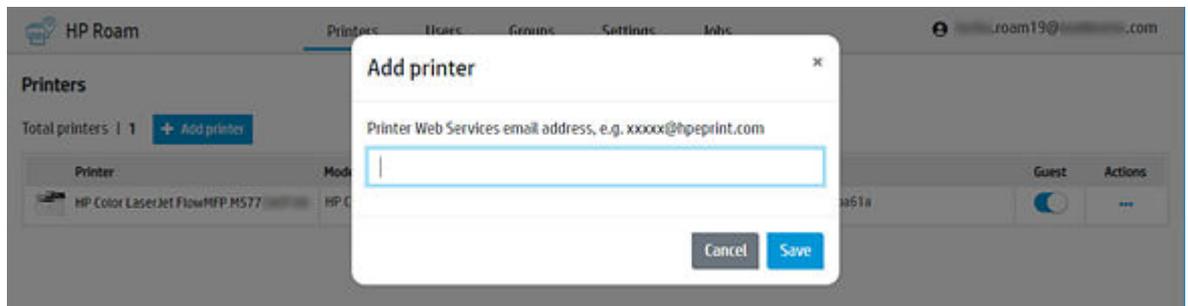


3. Select the **Printers** tab.



4. Click the **+Add printer** button and type the Printer email address (required).

 **NOTE:** The printer email address is located on the **Web Services** tab in the EWS.



5. Select **Save**.

## Method two: Import printers using a .csv file format

To import multiple printers at one time, follow these steps.

 **NOTE:** The .csv format required to successfully import the printers is: *emailAddress, printerNickname, guest, adminUsername, adminPassword*.

1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
2. Click **Log in with HP ID** and log in using administrator credentials.



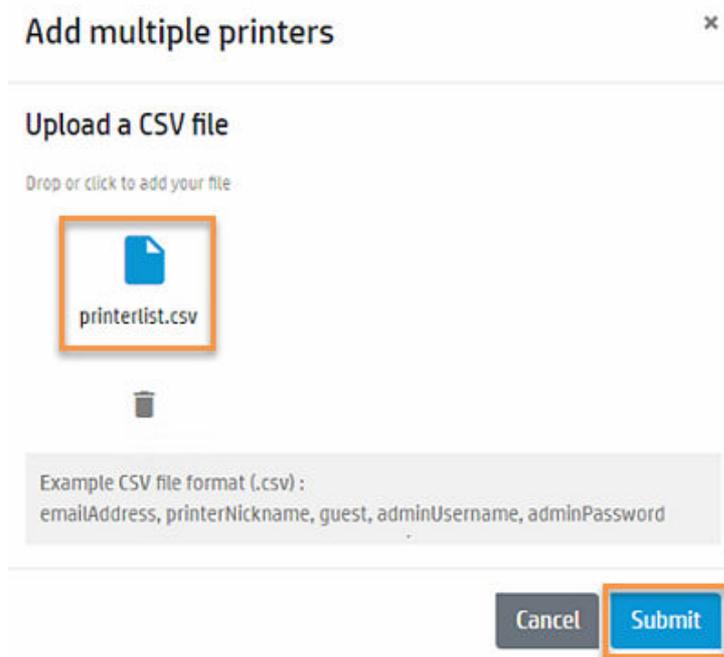
3. Select the **Printers** tab.

4. Select the **+ Add multiple printers** button.
5. Drag and drop the .csv or .xls file into the **Add multiple printers** dialog.

 **NOTE:** Printer information in the .csv file or Excel file must be formatted in the following .csv structure:

*emailAddress, printerNickname, guest, adminUsername, adminPassword*

- *emailAddress* is the printer email address found on the **Web Services** tab in the EWS.
- *printerNickname* is the name that will be used to identify the printer using Bluetooth (BLE).
- *guest* indicates whether guest access should be enabled (accepted values are TRUE and FALSE).
- *adminUsername* and *adminPassword* are the admin user and password credentials for the EWS account.



6. Select **Import**.

## Method three: Install the HP Roam Connect Installer Tool

To discover and register printers automatically with the HP Roam cloud, download and install the HP Roam Connect Installer Tool.

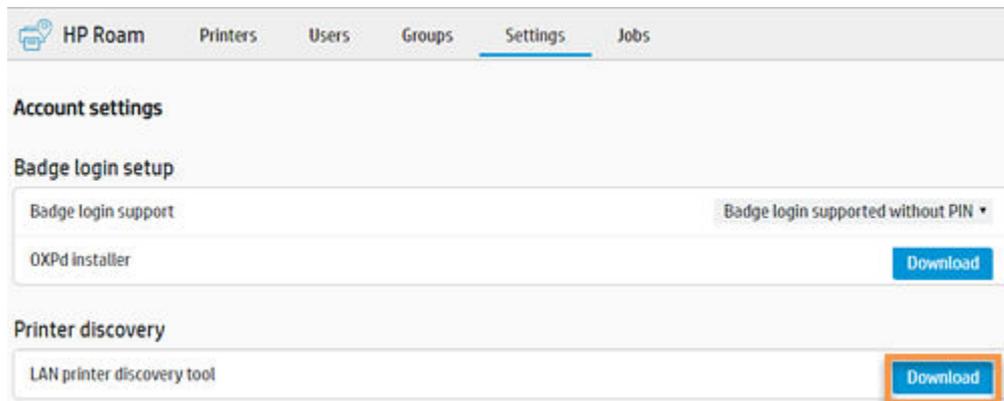
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:

<https://www.roamprint.com>

2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Settings** tab.
4. Download and install the **LAN printer discovery tool**.
  - a. Under the Printer discovery section, click **Download**.



- b. Click **Run** and wait for the file to download.

- c. Read and accept the End-User License Agreement and click **Install**.

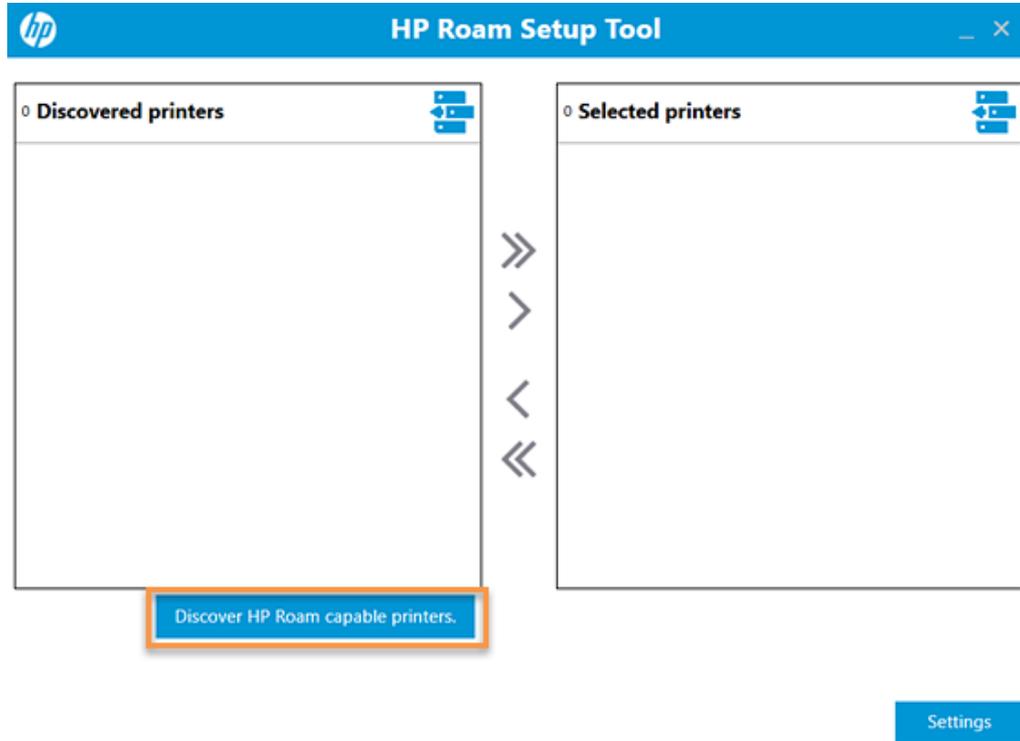


- d. Wait for the installation to finish and when complete click **Close**.
5. Discover nearby HP Roam-capable printers.
- a. Double-click the **HP Roam Printer Discovery Setup** shortcut on the desktop.



- b. Log in using administrator credentials.

- c. Click **Discover HP Roam capable printers**.



- d. If a Windows Defender Firewall message displays requesting permission for HP Roam Connected to access the network, select **Allow Access**.
- e. Wait for the printers to be detected.

---

 **NOTE:** HP Roam Connect uses local subnet discovery by default. For other discovery options, click **Settings**.

---

6. Select the printers to be added to the HP Roam Web Portal.
- a. To also display HP Roam-enabled printers already added to your admin account, select the **Show printers already added to a Roam account** check box. To narrow the list to only printers not yet added to HP Roam, clear the check box.

15 Discovered printers

- HP LaserJet Flow MFP E82560 [25312D]  
15.25.250.162
- HP LaserJet Flow MFP E82560 [2AD3C5]  
15.25.250.237
- HP LaserJet Flow MFP M632 [329CA6]  
15.25.250.249
- HP PageWide Color Flow E77660 [C88413]  
15.25.251.21
- HP PageWide Color Flow MFP 785 [DD5165]  
15.25.249.96
- HP PageWide Color MFP P77940 [A9076A]  
15.25.251.238
- HP Color LaserJet FlowMFP M577 [4CF106]  
15.25.251.57



0 Selected printers

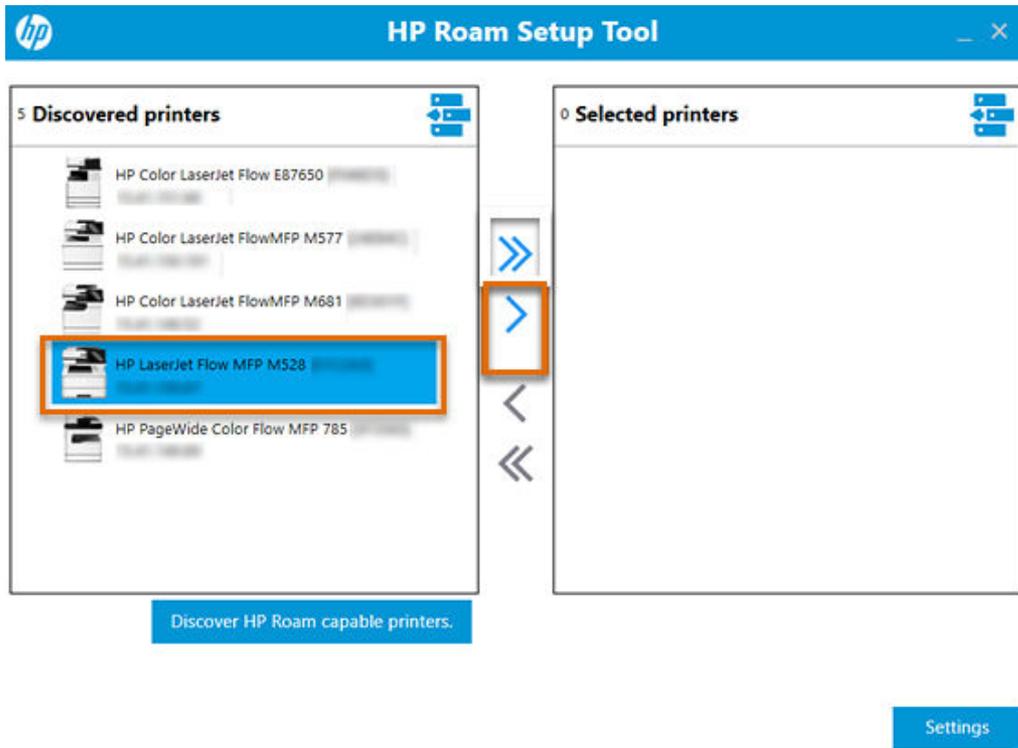
Discover HP Roam capable printers.

Show printers already added to a Roam account.

Settings

- b. Select the printers you want to add and click the arrow to add them to the right pane.

 **NOTE:** To select multiple devices to add at one time, press and hold **Ctrl**, and click each printer you want to add.



- c. When all printers have been added to the right pane, click **Sync to HP Roam**.

 **NOTE:** If you receive a message **Some printers failed to sync to HP Roam**, it might be because HP Web Services has not been enabled for those printers. See the section *Enable HP Web Services in the EWS*.

The printers are added to the HP Roam Web Portal.

# Add users to HP Roam

Users must have an HP Roam account before they can print to and retrieve jobs from HP Roam printers. Users can be added to the list in two ways:

- Add users manually using the **+Invite user** button
- Import users using a .csv file

 **NOTE:** Adding a user to the list will generate an email invitation to HP Roam containing a link prompting the user to activate their account. For instructions, see the section *Activate the HP Roam license and administrator account*. This email will also provide the links to the HP Roam apps.

## Method one: Add a user manually using the + Invite user button

 **NOTE:** If you encounter an error message when adding a user, the most likely cause is that this user is already a member of another HP Roam site account, or has created their own account with that email address when using the HP Roam driver or mobile app. The user will need to delete any other HP Roam accounts associated with that email address before you can add them to the HP Roam site account.

To add HP Roam users manually, follow these steps:

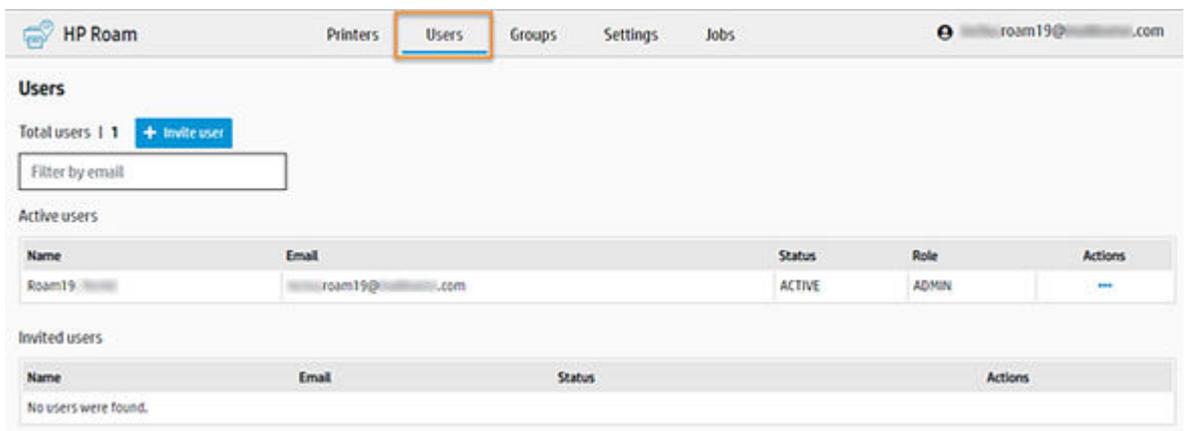
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:

<https://www.roamprint.com>

2. Click **Log in with HP ID** and log in using administrator credentials.

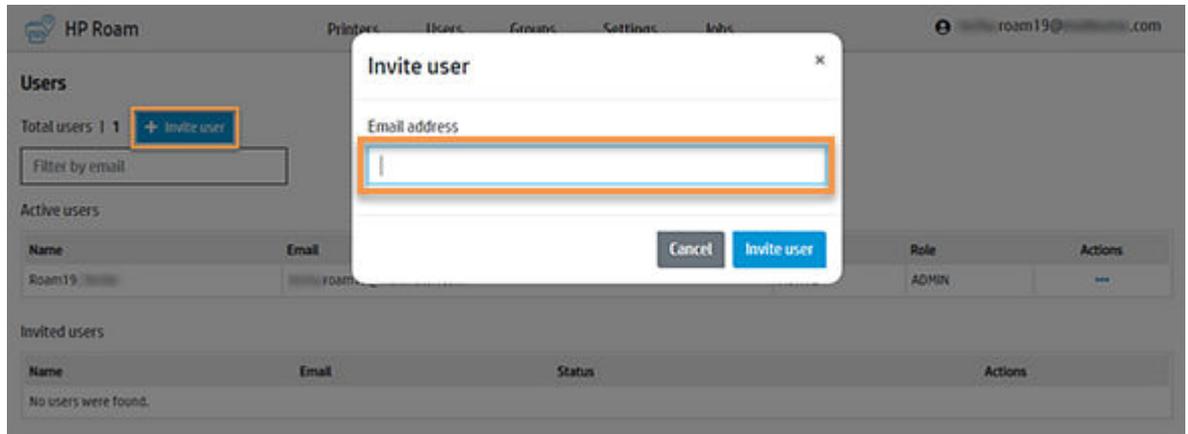


3. Select the **Users** tab.



4. Select the **+Invite User** button.

5. Type the email address of the person you want to add as a user.



6. Select **Invite user**.

## Method two: Import multiple users using a .csv file format

To import multiple users at one time, follow these steps.

 **NOTE:** The csv format required to successfully import the printers is: *emailAddress, firstName, lastName, locale*.

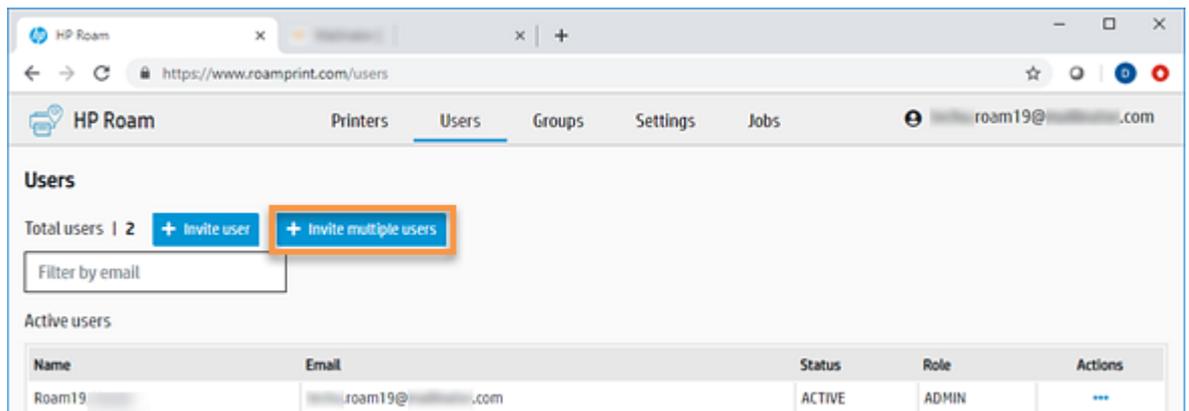
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:

<https://www.roamprint.com>

2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Users** tab.
4. Click the **+ Invite multiple users** button.

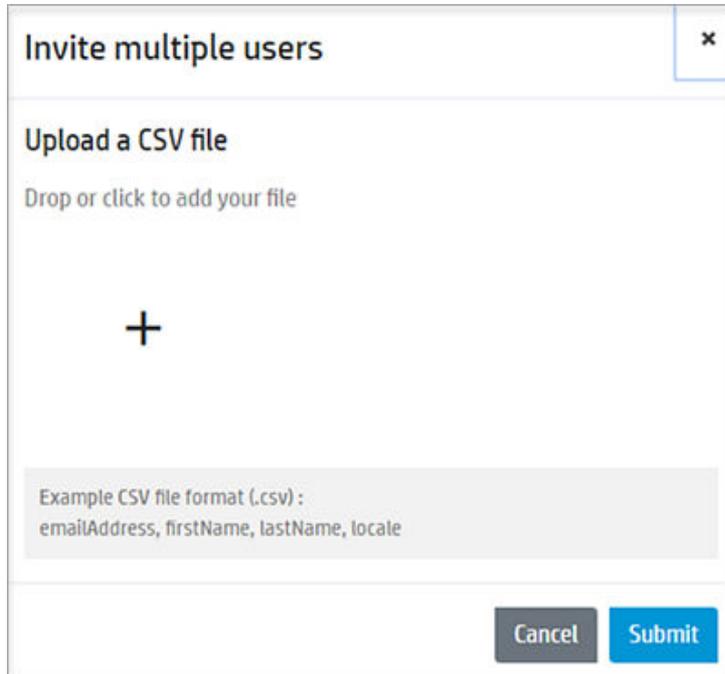


5. Drag and drop the .csv or .xls file into the **Invite multiple users** dialog.

 **NOTE:** User information in the .csv file or Excel file must be formatted in the following .csv structure:

*emailAddress, firstName, lastName, locale*

- *emailAddress* is the user's email address used to access HP Roam
- *firstName* is the user's first name
- *lastName* is the user's surname
- *locale* is the user's language code. For example, United States users would use en-US.



6. Select **Submit**.

The HP printer is now ready to print with HP Roam and will prompt users when HP Roam enabled printers are nearby and/or a when print job is in the queue.

For information on how to install the HP Roam App, send print jobs to the HP Roam cloud, and print files from the HP Roam cloud, refer to the *HP Roam for Business - Set up and Use Guide*.

To create groups, assign permissions, or manage printers and users, continue to *Manage printers and users*.

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## 6 Manage printers and users

The HP Roam Web Portal is a portal can be used by administrators to manage HP Roam printers and users including the following options:

- Create a group of HP Roam users
- Assign permissions to a group
- Add a user to a group
- Promote a user to Admin
- Delete a user from HP Roam
- Enable Guest access to an HP Roam printer
- Remove a printer from HP Roam

To manage HP Roam-enabled printers and users using the HP Roam Web Portal, follow these steps.

### Create a group of HP Roam users

Groups can be created within the HP Roam web portal to enable policy enforcement and set permissions for guest access, and simplex/duplex or color usage permissions.

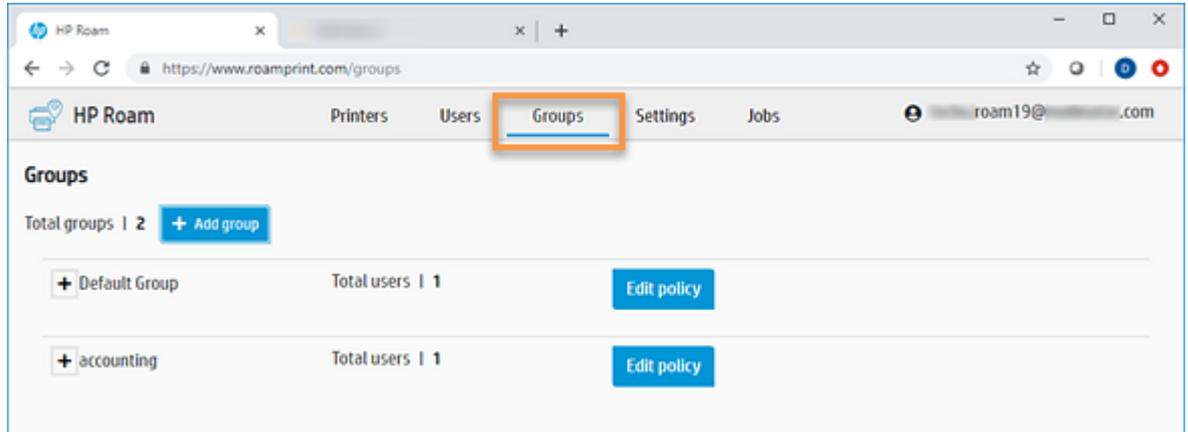
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:

<https://www.roamprint.com>

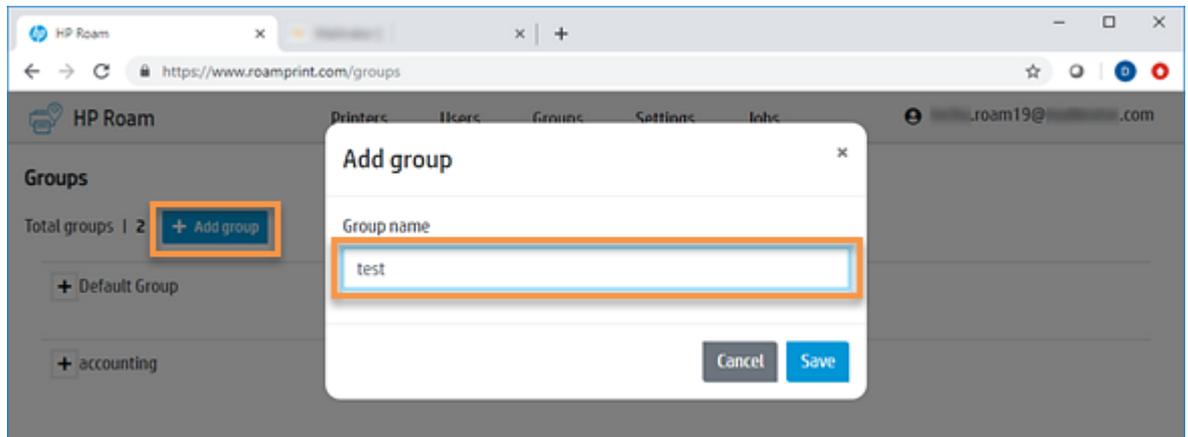
2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Groups** tab.



4. Click **+ Add group** and type a group name.



5. Select **Save**.

The group is created. To add users to the group, see the section *Add a User to a Group*.

## Assign permissions to a group

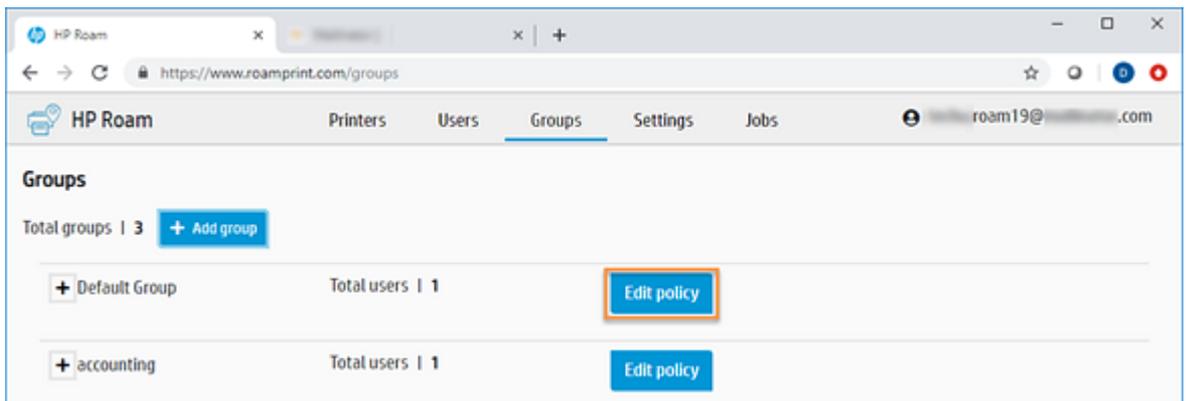
Groups can be created within the HP Roam web portal to enable policy enforcement and set permissions for guest access, and simplex/duplex or color usage.

1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>

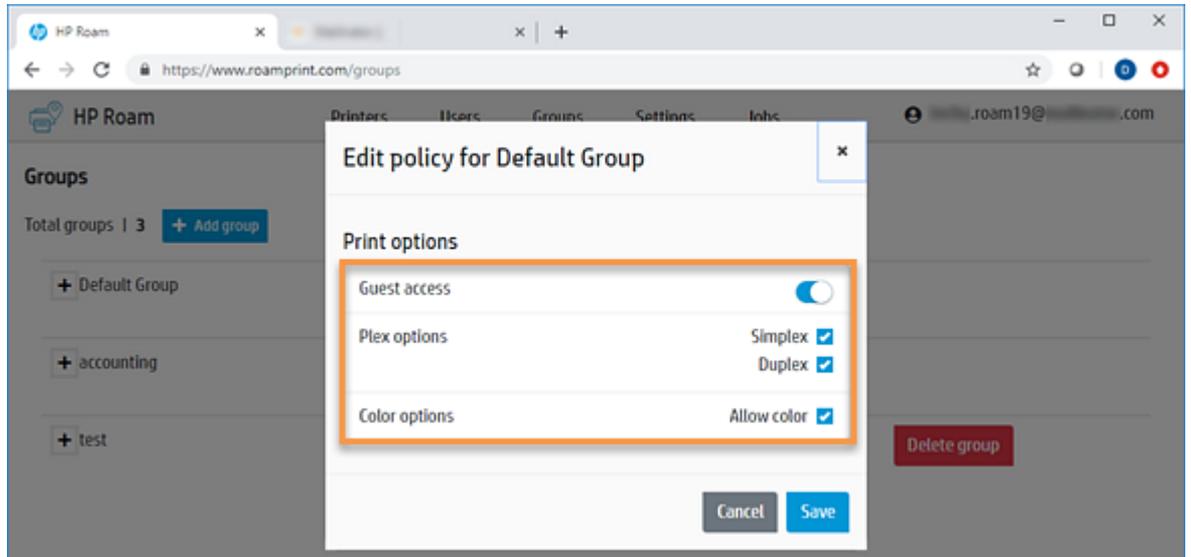
2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Groups** tab.
4. Locate the group and click **Edit policy**.



5. Edit the policy options.
  - **Guest access** - Click the slider bar to restrict or allow group members to print as a guest user at a different site.
  - **Plex options** - Select or clear the **Simplex** and **Duplex** check boxes to allow or restrict printing to 1-sided or 2-sided.
  - **Color options** - Select or clear the **Allow color** check box to allow or restrict color printing.



6. Select **Save**.

The policy is saved. To add users to the group, see the section *Add a User to a Group*.

## Add a user to a group

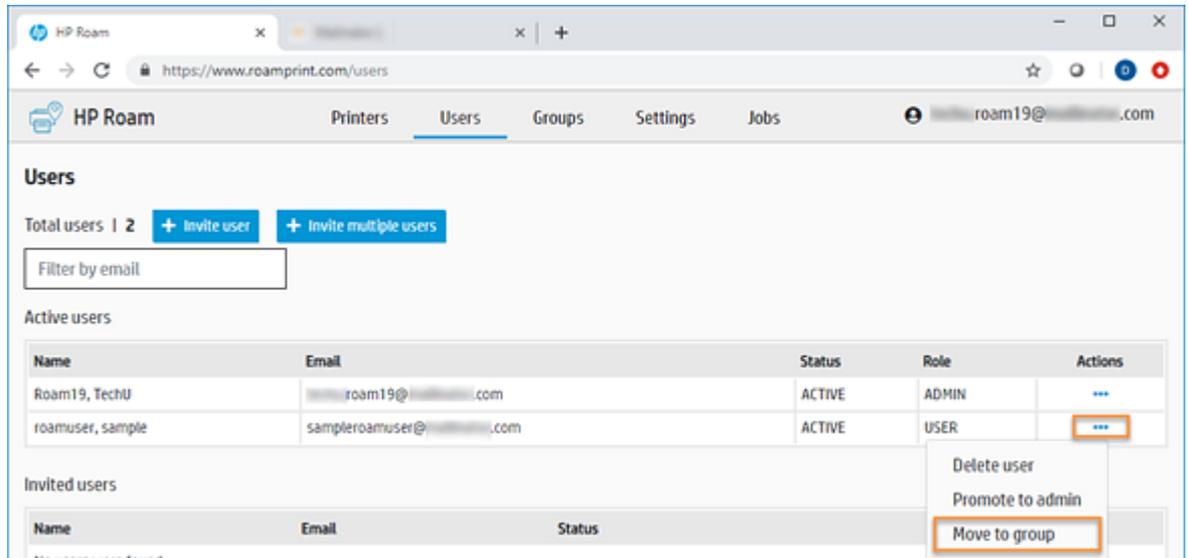
Users can be added to a group by moving them from the default group into an assigned group.

1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
2. Click **Log in with HP ID** and log in using administrator credentials.

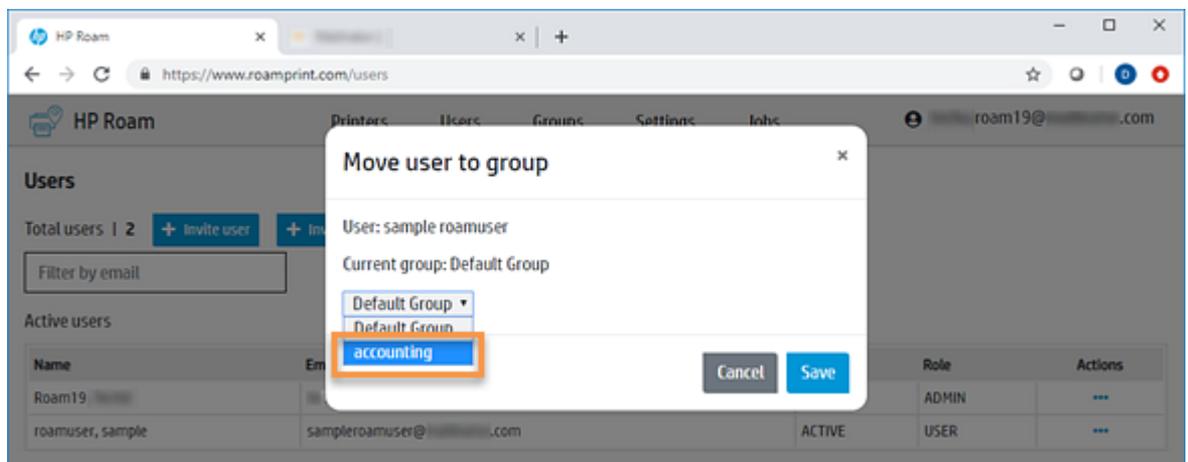


3. Select the **Groups** tab.
4. Expand the Default Group. The active users that have not yet been assigned to a group are listed.
5. Select the **Users** tab.
6. Locate the user and under the Actions column, click the menu icon **⋮**.

7. Select **Move to Group**.



8. In the **Move user to group** dialog, select from the drop-down list the group to which you want to assign the user.



9. Select **Save**.

The user is now listed under the selected group.

## Promote a user to Admin

Users can be promoted to Admins to allow them access to other tabs in the HP Roam Web Portal. Admin users have access to additional tabs while Users only have visibility of the **Jobs** tab.

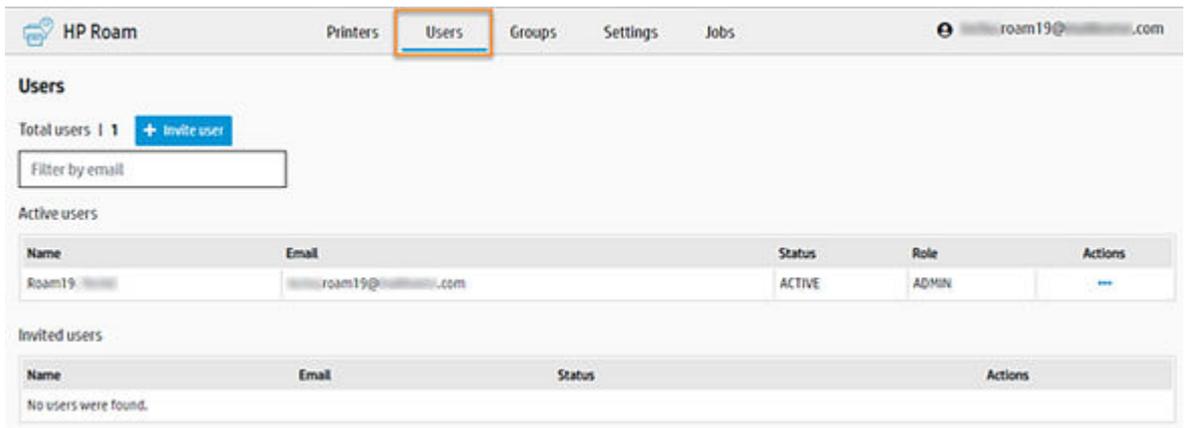
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:

<https://www.roamprint.com>

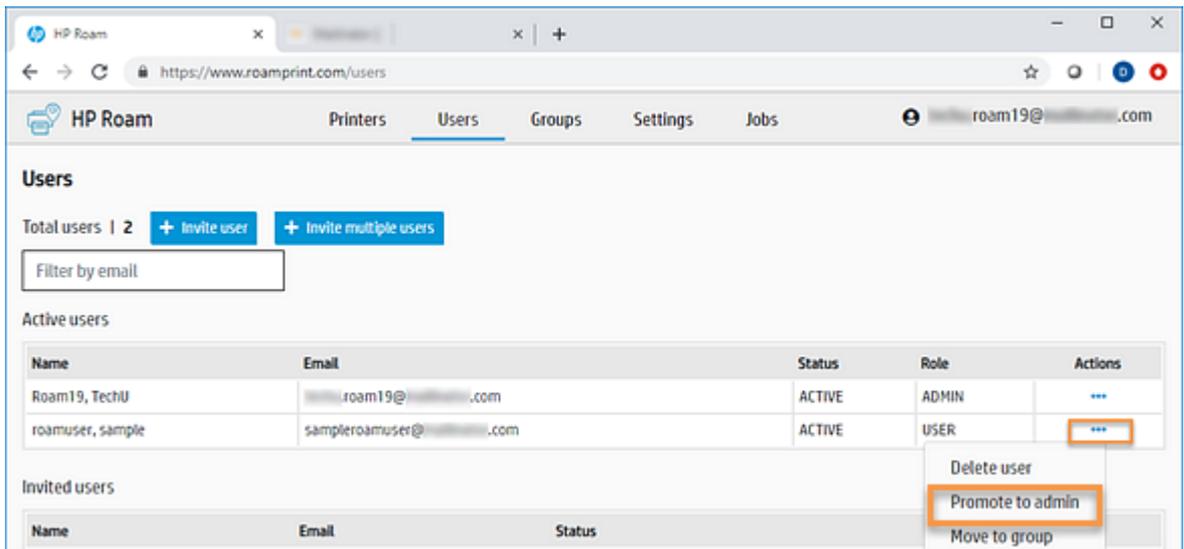
2. Click **Log in with HP ID** and log in using administrator credentials.



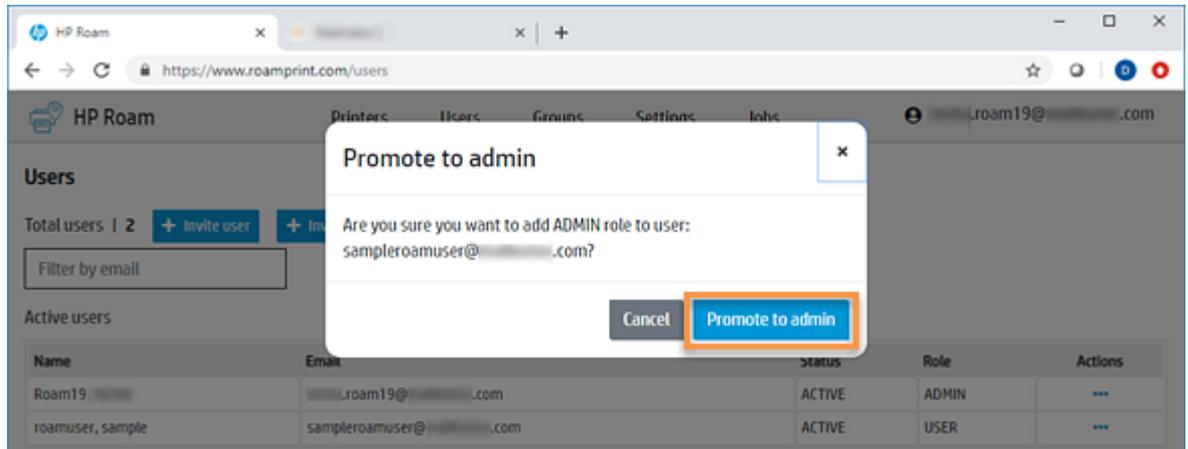
3. Select the **Users** tab.



4. Locate the user and under the Actions column, click the menu icon **...**.
5. Select **Promote to Admin**.



6. In the **Promote to admin** dialog, select **Promote to admin** to confirm.



Under the **Role** column, the User is now listed with an **ADMIN** status.

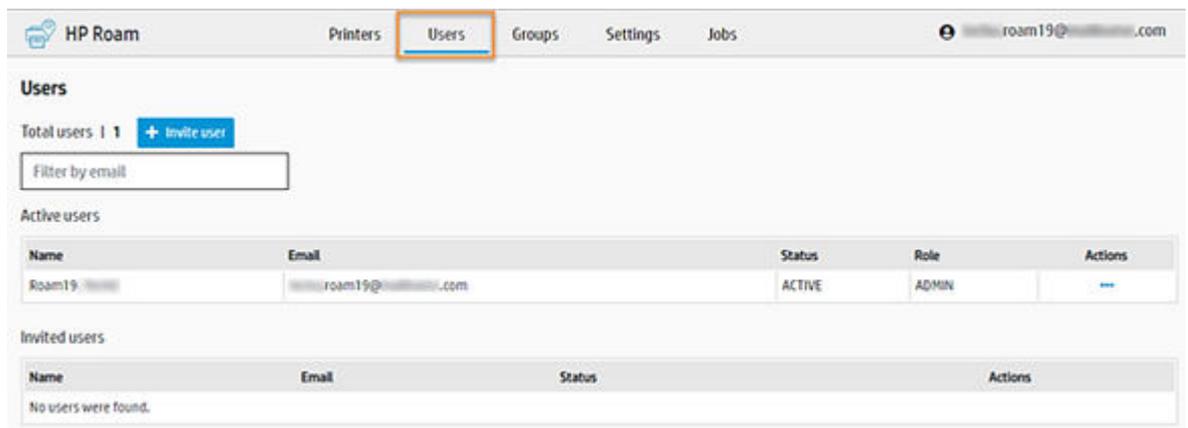
## Delete a user from HP Roam

To delete users from the HP Roam Web Portal, follow these steps.

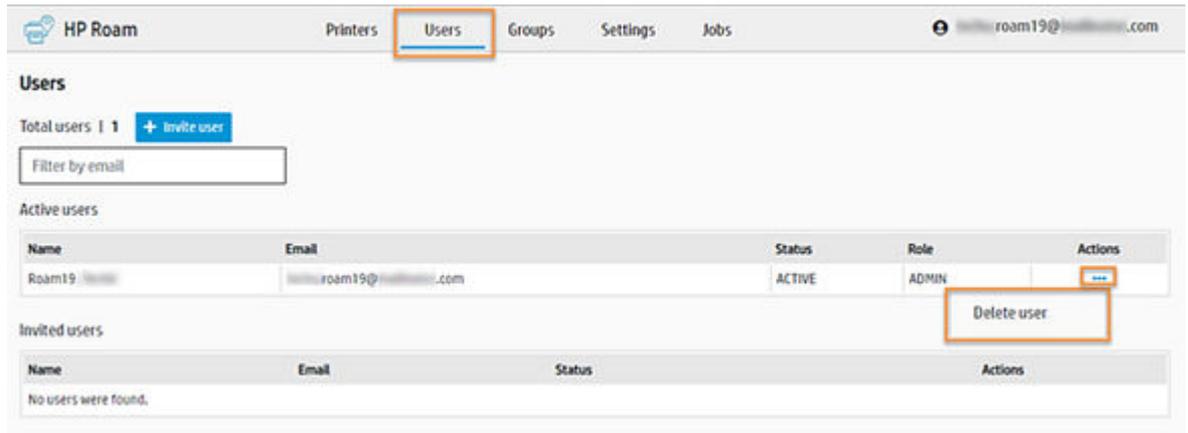
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Users** tab.



4. Find the user you want to remove, and under the **Actions** column, click the menu icon **...**.
5. Select **Delete User**.



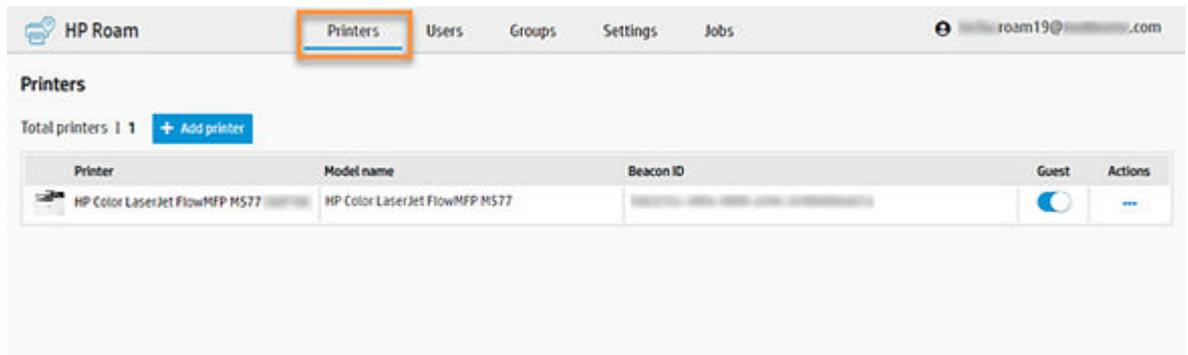
## Enable Guest access to an HP Roam printer

Guest printing enables individuals with HP Roam user accounts that are not a member of your organization to print stored jobs to your HP Roam-enabled printer. Guest printing is enabled by default for printers that have been added, but can easily be disabled or re-enabled from the HP Roam Web Portal.

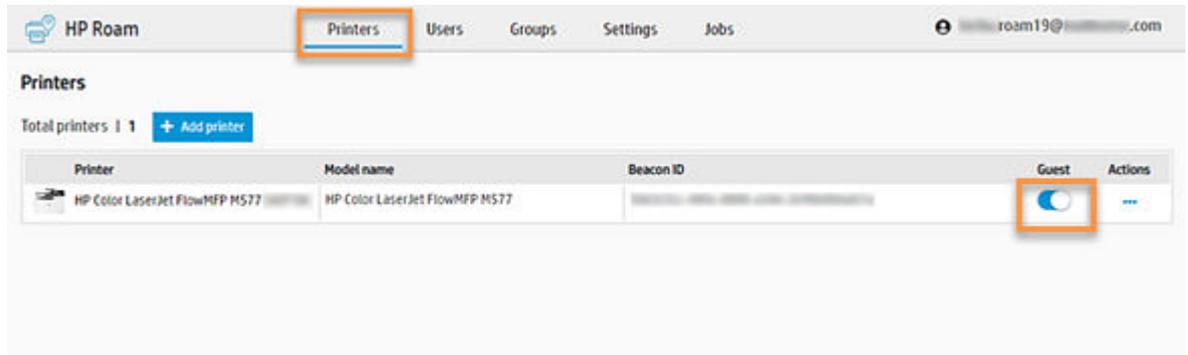
1. Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
2. Click **Log in with HP ID** and log in using administrator credentials.



3. Select the **Printers** tab.



- Under the **Guest** column, click the slider bar to allow Guests to also use the printer.



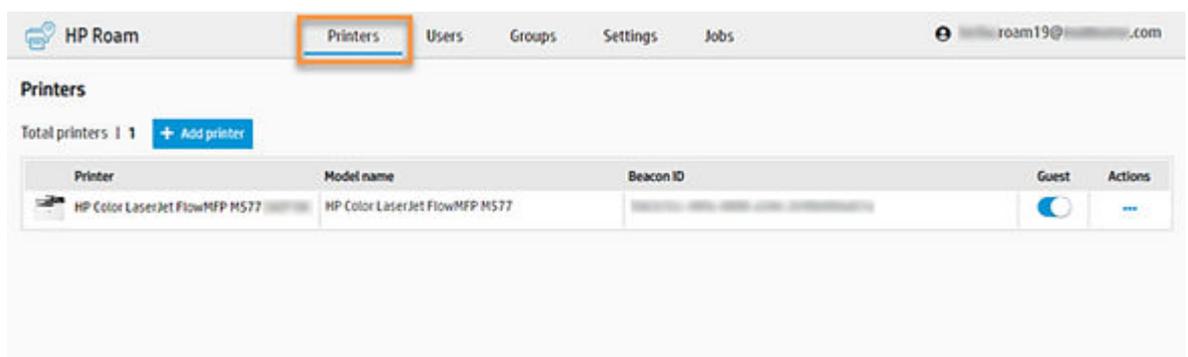
## Remove a printer from HP Roam

To remove printers from the HP Roam Web Portal, follow these steps:

- Open the **HP Roam Web Portal**. To do this, type or copy/paste the following URL into a web browser:  
<https://www.roamprint.com>
- Click **Log in with HP ID** and log in using administrator credentials.

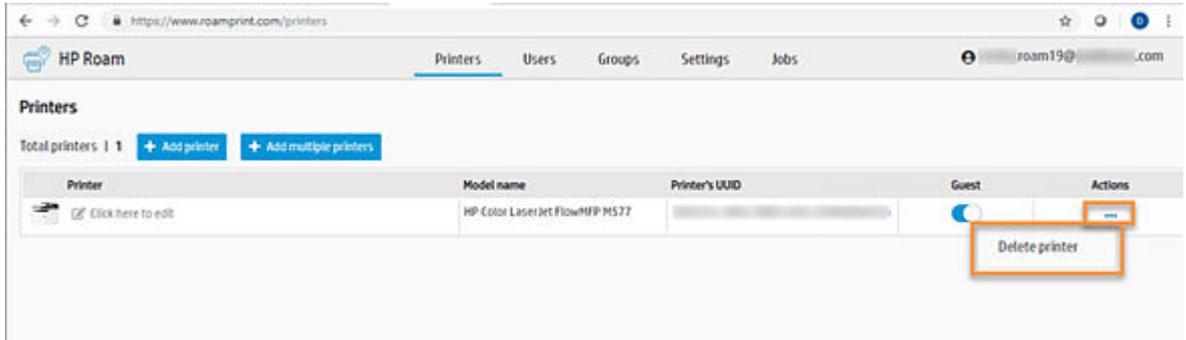


- Select the **Printers** tab.



- For the printer you want to remove, click the menu icon **...** from the **Actions** column.

5. Select **Delete Printer**.



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# 7 Troubleshooting FAQs

Use the following FAQs as a guide to help troubleshoot any issues encountered when deploying HP Roam for Business.

## What languages are supported by HP Roam?

HP Roam supports English, French, Italian, German, Spanish, Simplified Chinese, Traditional Chinese, Dutch, and Portuguese.

## Where do I find the license key?

The HP Roam license key is located on the License Entitlement Certificate received via email.

## How can I add or remove printers?

See the sections *Add printers to HP Roam* or *Remove printers from HP Roam*.

## How can I add or remove users?

See the sections *Add users to HP Roam* or *Delete users from HP Roam*.

## Why can't I get HP Roam to work with a printer?

Check the [HP Roam for Business compatibility matrix](#) to confirm the printer is supported with HP Roam.

## A guest user is unable to print to the HP Roam printer

Guest printing enables individuals with HP Roam user accounts that are not a member of your HP Roam site to print stored jobs to your HP Roam-enabled printer. Guest printing is enabled by default but can easily be disabled or re-enabled from the HP Roam Web Portal.

If local users can print, but guest users cannot, check if Guest access is enabled for that printer in the HP Roam Web Portal. See the section *Enable Guest access to an HP Roam printer*.

## Only the Jobs tab is available after I log into the HP Roam Web Portal

If you can't see the **Printers, Users, Groups, Settings**, or other tabs, make sure you are logged into the HP Roam Web Portal using administrator credentials. Admin users have access to additional tabs while Users only have visibility of the Jobs tab.

## Unable to import printers or users using a .csv file

Information in an .csv or .xls file must be formatted using the correct file format. The following .csv file formats are accepted:

- Users: *emailAddress, firstName, lastName, locale*
- Printers: *emailAddress, printerNickname, guest, adminUsername, adminPassword*

## Unable to discover printers with the HP Roam Printer Discovery Setup utility

1. Confirm "HP JetAdvantage Connect Discovery Setup" is listed under the **Windows Defender Firewall > Allowed apps** list.
2. Confirm the printer and PC running the HP Roam Printer Discovery Setup utility are on the same TCP/IP subnet. The default discovery method only discovers devices on the local subnet.
3. Try using one of the extended discovery methods by selecting the **Settings** button in the HP Roam Printer Discovery Setup utility.

For more information, see the section *Add printers to HP Roam, Method three: Use the HP Roam Printer Discovery Setup Utility*.

## Users cannot discover a printer from the HP Roam mobile app after selecting 'Find Printer'

If only some users are unable to discover the printer, follow these steps:

1. Make sure Bluetooth is enabled on the user's mobile device.
2. Make sure the users have been added to the HP Roam Web Portal for the site to which the printer belongs.
3. If the user is a guest, confirm Guest printing is enabled for the printer in the HP Roam Web Portal. See the section *Enable Guest access to an HP Roam printer*.
4. If the user is a guest and Guest printing is enabled on the printer, the user might not have access permissions.

If all users are unable to discover the printer, Bluetooth or Web Services might not be enabled on the printer, or there might be an issue with proxy server settings. Follow these steps:

1. Confirm you can connect to the printer's IP address using a web browser (confirms the device is powered on and accessible via the network).
2. Confirm the printer has a Bluetooth Low Energy (BLE) beacon installed. Some HP printers ship from the factory with BLE onboard. Go to the [HP Roam for Business Compatibility Matrix](#) for the list of supported models and what type of BLE beacon each requires.

3. Make sure the Bluetooth Low Energy (BLE) setting is enabled on the **General Security** tab in the EWS.
4. Make sure Web Services is enabled on the **HP Web Services** tab in the EWS and that the printer has an ePrint email address assigned.
5. Make sure the proxy is enabled and the setting is configured correctly on the **HP Web Services** tab in the EWS.
6. If the device has recently been reset due to tech support troubleshooting or hardware maintenance, the HP ePrint email address might have changed. If this is suspected, re-add the device using the HP Roam Web Portal.
7. Make sure the printer can print using the ePrint email address. To test printing from the WPP Cloud, email a document such as PDF to the printer's ePrint email address.

## '45.00.05 Error' or 'The given proxy host could not be resolved'

If you receive a 45.00.23 error or a 'The given proxy host could not be resolved' message, the printer might be configured to use a corporate web proxy that is not available. Configure the printer to use your corporate web proxy using the printer's embedded web server.

## '45.00.1C Error' or 'Operation timeout'

If you receive a 45.00.1C error or an 'Operation timeout' message, the printer might be configured to use a web proxy but a setting such as the proxy port is incorrect. Make sure the printer proxy settings are correct in the printer's embedded web server.

## '45.00.23 Error' or 'SSL (secure sockets layer) connect error'

If you receive an 45.00.23 error or SSL (secure sockets layer) connect error, the corporate network might require a web proxy to access the Internet, but the printer is not currently configured to use it. Configure the printer to use your corporate web proxy using the printer's embedded web server.

## '45.00.33 Error' or 'SSL certificate or SSH md5 fingerprint not OK'

If you receive a 45.00.33 error or an 'SSL certificate or SSH md5 fingerprint not OK' message, the printer might be configured to use a web proxy, but a security setting is not configured to trust the site. Enable HP Web Services on the **HP Web Services** tab in the EWS.

## 49.wx.yz or 81.wx.yz errors after printing with HP Roam

HP recommends that HP Enterprise-class printers should have a minimum firmware version of FutureSmart 4.9. Print a configuration page to determine the firmware version installed on the printer.

To check the latest firmware version available for the printer, go to the [Latest Firmware Versions](#).

## ‘OXPd Application Error’

If you receive an OXPd error, one of the following reasons might be the cause:

- The corporate network might require a web proxy to access the Internet but the printer is not currently configured to use it. Configure the printer to use your corporate web proxy using the printer’s embedded web server.
- The printer might be configured to use the web proxy but a setting such as the proxy port is incorrect. Make sure the printer proxy settings are correct using the printer’s embedded web server.
- The printer might be configured to use a web proxy that is not available. Configure the printer to use your corporate web proxy using the printer’s embedded web server.
- The printer might be configured to use the web proxy, but a security setting is not configured to trust the site. Enable HP Web Services on the **HP Web Services** tab in the in the EWS.

## ‘Error while adding the printer’ message when adding a printer using the HP Roam web portal

Confirm the correct printer email address is being entered. The email address should end in @hpeprint.com. The printer’s HP ePrint email address can be found on the printer’s Configuration Page or on Web Services tab in the EWS.

## ‘Invalid or duplicate email address’ message when inviting users using the HP Roam web portal

The user already exists. The user might have enrolled their email address via the HP Roam App or Windows driver. Instruct the user to delete his or her account so they can be invited to create a new account associated with the site.

1. Within the HP Roam driver, select **Delete account** from Account settings.
2. Within the HP Roam for Android app, select the menu icon in the upper left corner of the app.
3. Select the account email address.
4. Select **Delete Account**.

## ‘Unable to contact HP Connected. HP Connected service may be affected. ...’ message

If you see this message when enabling HP Web Services in the EWS, try selecting **Refresh**. If the issue persists, confirm the Web Proxy settings are correct. If the issue still persists, try selecting **Remove** to disable HP Web Services. After it is successfully removed, re-enable HP Web Services. A new printer email address will be generated.

## ‘USB Error’ message displays on the printer control panel

A USB device has been connected to the printer for which there is no driver installed. HP Roam customers might commonly see this when a RadBeacon has been connected directly to the USB port on the printer.

HP recommends installing the RadBeacon using an external USB power supply to prevent the “USB Error” message from displaying.

