
Re: [102517953944] Apple Developer Support - App Setup

From Apple Support <apac_appsen_support@apple.com>

Date Wed 1/22/2025 6:36 PM

To info@bankurban.co.id <info@bankurban.co.id>



Hello,

Greetings from Iris, your Developer Support Advisor and it is my pleasure to assist you today.

Account Holders and Admins can remove an app if it's in one of the following states:

- Prepare for Submission
- Invalid Binary
- Developer Rejected

The option to remove an app is in the App Information section below Additional Information. The app and any associated in-app purchases must be removed from distribution before you can remove an app.

If Remove App isn't available, make sure the app isn't part of an app bundle and isn't in review.

When an app is removed, the app name becomes available for use by other apps. If you uploaded a build, your bundle ID can't be reused on any account.

In Apps, view removed apps by choosing Removed Apps from the All Statuses menu in the upper right corner.

To restore a removed app, take the following steps:

1. In the sidebar, below General, click App Information.
2. In the Additional Information section, click Restore App.

If the app name was claimed while the app was removed, you can't restore the app. If you believe that an app that's available in the App Store violates your intellectual property rights, submit a claim using the [App Store Dispute website](#).

See additional information in [App Store Connect Help](#).

Explore [developer resources](#) to get answers to frequently asked questions, watch video tutorials, stay up to date with the latest news, and more.

If you have additional questions related to this request, please reference case number 102517953944.

Apple Developer Support

<https://developer.apple.com/contact/>

Best regards,

Iris

Apple Developer Support

On Jan 19, 2025 at 7:50 PM, <info@bankurban.co.id> wrote:

Product Name : Apple Developer Support

Support Category : App Setup

Support Topic : App, Build, and Version Management

Additional Details :

Apple ID of the App:

id.co.corsys.urban.mobile

Date and time issue last occurred:

20/01/2025 10:00

Message:

Hello, I'm unable to remove my app from sale under Pricing and Availability. When I attempt to do so, I receive the error message: 'An error has occurred. Please try again later.'