

Google Play Console Support

9:42 AM

You are now connected to Google Play Console Support. Please type your message and hit 'Enter' to send.

Google Play Console Support

9:42 AM

Hi there, thanks for contacting Google Play Developer Support! There will be a short survey at the end of our chat so you can provide feedback on the service I'm providing. How can I help you today?

Nixon Berlin Manalu

9:44 AM

Hi, I just want to know how to get rid of this error: "You can't edit this app until you create a new app release declaring sensitive permissions."

I cannot edit my store listing and release new app version right now

Google Play Console Support

9:44 AM

Does your apk contain SMS and Call Log related permissions?

Nixon Berlin Manalu

9:45 AM

Not on the production release, but old apk on the beta and alpha test still have it

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9:46 AM

I understand that you'll publish production version without SMS and Call Log permissions.

Google Play Console Support

9:46 AM

May I please have the package name of the app you're referring to?

Google Play Console Support

9:46 AM

Did you submit the declaration form before?

Nixon Berlin Manalu

9:49 AM

package name: [com.tunaikumobile.app](https://play.google.com/store/apps/details?id=com.tunaikumobile.app)

No, actually we already publish the production version without sms & call log

Nixon Berlin Manalu

9:50 AM

yes we already submit the declaration form 2 months ago

Google Play Console Support

9:51 AM

I'm sorry that all active apks should not use the permissions if you don't get the approval from an appropriate team.

Google Play Console Support

9:51 AM

Did you get disapproval email from them?

Google Play Console Support

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active apk*

Nixon Berlin Manalu

9:52 AM

no, we don't get the approval.

Yes, I'm aware of that, that's why I want to deactivate my beta and alpha apk right now but those error still prevent me to do it

Google Play Console Support

9:53 AM

You should have published alpha and beta track, not production track.

Google Play Console Support

9:54 AM

Because the apks with the issues are in alpha and beta track.

Nixon Berlin Manalu

9:55 AM

I already try to create new release from alpha and beta track WITHOUT sms & call log, but on the review page the error came and I cannot start the rollout because of it

Google Play Console Support

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Did you try to publish alpha/beta track?

Nixon Berlin Manalu

9:57 AM

yes, couple of times

Nixon Berlin Manalu

9:57 AM

and it didn't work

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9:58 AM

I understand that you tried to upload both alpha and beta track without SMS and Call Log permissions and got the same error.

Nixon Berlin Manalu

9:58 AM

yes, correct

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Thanks for your checking.

Google Play Console Support

9:59 AM

I apologize for the inconvenience it might cause.

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10:00 AM

Let me document your issue and internally escalate it for further investigation.

Google Play Console Support

10:00 AM

Our team is working to resolve this issue for you as soon as possible.

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10:00 AM

Can I reach out to your by email the moment there's any update?

Nixon Berlin Manalu

10:00 AM

Yes, please. I need to know the update as soon as possible

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10:00 AM

Okay, I'll.

Google Play Console Support

10:01 AM

Thanks for your patience again.

Google Play Console Support

10:01 AM

Is there anything else I can help you with today?

Google Play Console Support

10:01 AM

If you don't have any other questions I will end this chat session. Have a great day 😊

Nixon Berlin Manalu

10:02 AM

No, I think that's all

Google Play Console Support

10:02 AM

Thanks!

Nixon Berlin Manalu

10:02 AM

yes,you too

Google Play Console Support

10:02 AM

Thanks for chatting with Google Play Developer Support today! Your chat session is now complete.