



Mark Chawla &lt;mark.chawla@15five.com&gt;

## Urgent help needed regarding marketplace offer e7bb58f3-59dd-4d0d-b1ba-5dd59aa6f8dc

2 messages

**Mark Chawla** <mark.chawla@15five.com>

Mon, Mar 2, 2026 at 10:15 AM

To: teamsubm@microsoft.com, v-tsneha@microsoft.com, support &lt;support@mail.support.microsoft.com&gt;

Cc: Andrii Pleskach &lt;andrii@15five.com&gt;

Greetings,

My name is Mark Chawla, and I am a Software Engineer at 15Five. I am working to update our marketplace app listed here:

<https://marketplace.microsoft.com/en-us/product/office/wa200001996?tab=overview>

I currently can access the marketplace offer in the Microsoft Partner Center via the andrii.pleskach@15five0.onmicrosoft.com account and recently attempted to publish an update. The submission was denied, with one reason being that the App ID was changed (please see the attached screenshot).

The reason for requesting the App ID change is that no account in our 15five0 tenant currently has access to the previous App ID:

7a310905-6af7-42d2-9bd5-de965a8a0a4a

I also submitted a support request with Azure (Support Request ID: 2602250040000398) regarding this issue, but we have not received a response since the ticket was created on Tuesday, February 24 (screenshot attached).

This app is business-critical for us, and we need to resolve this matter as soon as possible. Could you please advise:

- Whether it is possible to proceed with a new App ID, or
- How we might regain access to the original App ID in Azure?

We would greatly appreciate any guidance on the fastest path to resolution. Please let me know if you need any additional information from our side.

Thank you in advance for your assistance. I look forward to your response.

Best regards,

**Mark Chawla**

Senior Software Engineer at 15Five

Email: [mark.chawla@15five.com](mailto:mark.chawla@15five.com)[15five.com](https://www.15five.com)

### 2 attachments



Screenshot 2026-03-02 at 10.05.30 AM.png  
538K



**Screenshot 2026-03-02 at 10.13.32 AM.png**  
345K

**Microsoft Teams App Submissions** <teamsubm@microsoft.com>

Mon, Mar 2, 2026 at 11:06 AM

To: Mark Chawla <mark.chawla@15five.com>, "Sneha T (SONATA SOFTWARE NORTH AMERICA)" <v-tsneha@microsoft.com>, Microsoft Support <supportmail@microsoft.com>

Cc: Andrii Pleskach <andrii@15five.com>, Microsoft Teams App Submissions <teamsubm@microsoft.com>

Hi Team,

Thank you for reaching out us.

Regarding the App ID change, Microsoft Marketplace submissions do not allow replacing the existing Azure AD App ID once the offer has been published. The App ID is considered a core identity component of the application and must remain consistent to ensure continuity for existing customers and permissions.

Since you no longer have access to the original App ID (7a310905-6af7-42d2-9bd5-de965a8a0a4a), the recommended path forward is to regain access to that application within the original Azure AD tenant. This typically requires:

- Verifying which Azure AD tenant the App ID was originally created in.
- Having a Global Administrator in that tenant restore access to the Enterprise Application.

If no administrator in your organization has access to the original tenant, this will require escalation through Microsoft Support. Since you have already opened a support request (ID: 2602250040000398), we recommend following up on that ticket and requesting priority handling due to the business impact. For Partner Center [support](#) for further assistance. You may also find helpful information on our [FAQs page](#) for similar issues.

Thanks

VM

[Microsoft Teams App submissions \(Teamsubm\)](#)

**Note** – March 4th is a Company holiday, please expect a delay in our responses.

**Book a consultation [Call](#) to discuss open issues**

This mailbox is monitored 24\*5, Monday - Friday. Please allow 1 business day to receive a response. If you need clarity on any topic related to app validation, please write to [teamsubm@microsoft.com](mailto:teamsubm@microsoft.com).

**Useful resources:**

- [Overview of app publishing process](#)
- [Commercial marketplace certification policies](#)
- [Validation guidelines](#)
- [Guidelines to Validate Agents](#)
- [Prepare your store submission](#)

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**From:** Mark Chawla <[mark.chawla@15five.com](mailto:mark.chawla@15five.com)>  
**Sent:** Monday, March 2, 2026 8:45 PM  
**To:** Microsoft Teams App Submissions <[teamsubm@microsoft.com](mailto:teamsubm@microsoft.com)>; Sneha T (SONATA SOFTWARE NORTH AMERICA) <[v-tsneha@microsoft.com](mailto:v-tsneha@microsoft.com)>; Microsoft Support <[supportmail@microsoft.com](mailto:supportmail@microsoft.com)>  
**Cc:** Andrii Pleskach <[andrii@15five.com](mailto:andrii@15five.com)>  
**Subject:** [EXTERNAL] Urgent help needed regarding marketplace offer e7bb58f3-59dd-4d0d-b1ba-5dd59aa6f8dc

You don't often get email from [mark.chawla@15five.com](mailto:mark.chawla@15five.com). [Learn why this is important](#)

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