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Email Center API errors: email_account_required, all_recipients_suppressed and other reasons

E-mail

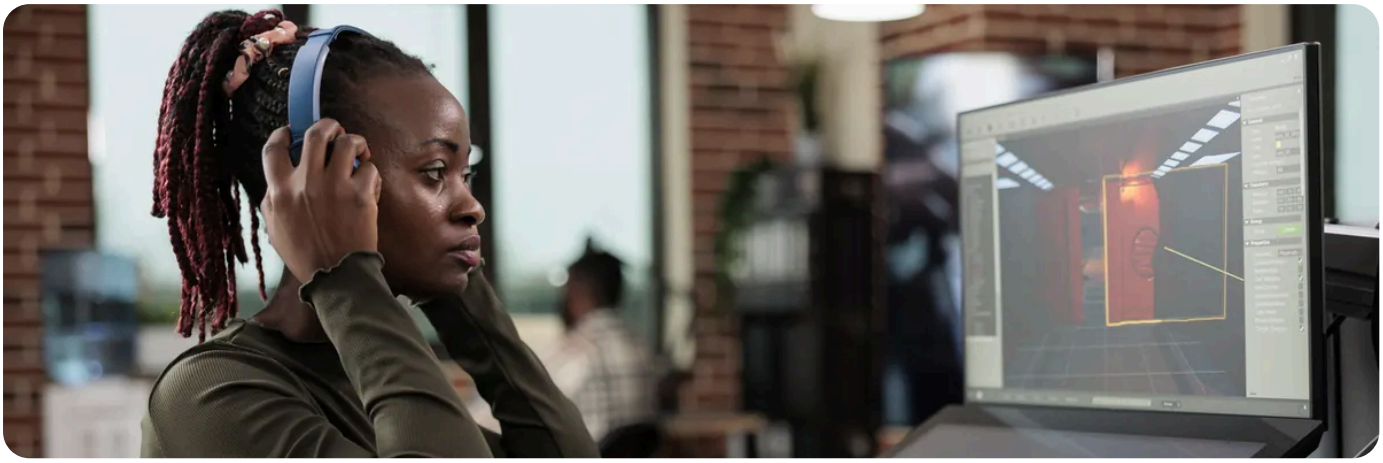
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2499	v2026.11.13	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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https://www.meu.mozout.co.mz/knowledgebase/2499

Email Center API errors: email_account_required, all_recipients_suppressed and other reasons

E-mail Created on **November 13, 2026** 3 min read



The short answer: the HTTP code tells you the kind of problem and the `details.reason` field tells you the exact reason. In Email Center the most common are `email_account_required` (the service is not active), `domain_not_verified` (the sender is not on a verified domain) and `all_recipients_suppressed` (every recipient is suppressed). Always use `code` and `reason` in your program, never the message text.

403: the account or the key

Code and reason	What it means	What to do
`forbidden` + `email_account_required`	The account does not have Email Center active	Turn it on on the Transactional e-mail page in Meu MozOut
`insufficient_scope`	The key lacks the permission	Create a key with `email_center:write` (or `email_center:read` to look things up)

422: the e-mail data

Reason	What to fix
`domain_not_verified`	`from` must be on a verified domain. See **sender domain not verified**
`from_required` / `from_invalid`	The sender is missing or the address is not valid
`invalid_recipient` / `too_many_recipients`	Invalid addresses or more than 50 recipients
`all_recipients_suppressed`	All of them are on the suppression list: nothing is sent or charged. See **the suppression list**

Reason	What to fix
`subject_required` / `subject_too_long`	No subject, or longer than 998 characters
`content_required`	Send `html`, `text` or a `template_id`
`template_not_found` / `invalid_variables`	The template is not on this account, or `variables` is not an object
`attachment_blocked` / `attachments_too_large`	A forbidden file or attachments that are too big. See **attachments**
`invalid_send_at` / `send_at_in_past` / `send_at_too_far`	The schedule date. See **scheduling**
`insufficient_credits` / `daily_limit_reached`	No credits, or the daily limit reached. See **credits and the daily limit**

409: the current state does not allow it

Reason	What it means
`domain_exists`	The domain is already on your list
`domain_in_use`	The domain is already verified on another account. Get in touch with us
`domain_limit` / `template_limit`	You reached the maximum number of domains or templates
`template_name_exists`	There is already a template with that name
`not_cancellable`	Only scheduled e-mails that have not gone out can be cancelled
`idempotency_conflict`	The same `Idempotency-Key` with a different body, or with the first request still running

Retry or fix

Only `429`, `500`, `502` and `503` are worth retrying, after a wait. The others come back the same until you fix the request. Always retry with the same `Idempotency-Key`, so the e-mail never goes out twice.

Keep the `correlation_id`
of every error. If you need help, send it to support with the time of the request. Never send the key: support does not need it.

NEED A HAND?

An error you cannot solve? Open a support ticket with the correlation_id.

Open a support ticket →

SEE ALSO

- Sending a transactional e-mail through the API: the fields of POST /v1/email/messages
- Sender domain not verified in Email Center: propagation, the found field and usual mistakes
- The Email Center suppression list: why an address stops receiving and how to remove it
- Email Center credits and the daily limit: what a credit pays for and when it comes back
- Testing transactional e-mail without sending: Sandbox keys, test mode and simulated bounces
- Timeouts, retries and idempotency: how not to charge a customer twice

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