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Pausing, turning back on or deleting an agent, and the agent_paused error

Creating AI Agents

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-3045	v2026.11.28	Mozambique · English

MozOut Mozambique
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https://www.meu.mozout.co.mz/knowledgebase/3045

Pausing, turning back on or deleting an agent, and the agent_paused error

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An agent is either active or paused. Pausing stops the answers without losing anything; deleting removes the agent for good. The buttons are on each row of the Your agents list and at the top of each agent, on the Agents tab of **All in One AI**.

Pausing

1. Click Pause and confirm with Yes, pause.
2. From then on, API requests to that agent are refused with `409` and the code `agent_paused`.
3. The agent keeps its model, instructions, knowledge and id. While it is paused, it cannot be tried.

Pausing is useful, for example, when your website chat starts getting strange requests and you want to stop the spending at once. Or when you are going to redo the knowledge and do not want answers halfway through the change.

Turning it back on

Click Activate and confirm with Yes, activate. The agent answers through the API again with the same id, so your programs do not need to change anything.

Deleting

Delete removes the agent and all its knowledge, and it cannot be undone. API requests with that id stop working. Before deleting, copy the instructions and keep the knowledge files, if you want to use them in another agent. Deleting frees a place among the account's 50 agents.

The agent_paused error in your program

With the OpenAI SDK, the error arrives as an exception with the HTTP status. In Python it is `APIStatusError`, with `status_code` equal to `409`:

```
import os
from openai import OpenAI, APIStatusError

client = OpenAI(base_url="https://api.mozout.co.mz/v1", api_key=os.environ["MOZOUT_API_KEY"])

try:
    completion = client.chat.completions.create(
        model="agent/7c1e9a42-b35d8f06-a2c4e719-5d0b3f8e",
            messages=[{"role": "user", "content": "What are your opening hours on Saturday?"}],
        max_tokens=400,
    )
    print(completion.choices[0].message.content)
except APIStatusError as e:
    if e.status_code == 409:
        print("The assistant is paused. Please try again later.")
    else:
        raise
```

Show the customer a simple sentence, not the technical error. To know the status before you open the chat, use `GET /v1/models?type=agent`: the `status` field comes as `active` or `paused`. See **listing your agents through the API**.

RECOMMENDED

Want to control when your agent answers? See All in One AI.

See All in One AI →

SEE ALSO

- Creating an AI agent in All in One AI, step by step →
- Agent errors through the API: agent_paused and model_not_found →
- Listing your agents through the API: type=agent, base_model and status →

Using your AI agent through the API: agent/ in the model field

All in One AI

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