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Agent errors through the API: agent_paused and model_not_found

Agents Through the API

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-3057	v2026.11.28	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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Agents Through the API Created on **November 28, 2026** 2 min read



When a request to the agent fails, the API answers with an HTTP status and an `error` object, with `code`, `message`, `correlation_id` and `details`. The two errors caused by the agent are `agent_paused` and `model_not_found`. The others are the ones from the rest of the AI API.

409 agent_paused

The agent is paused. Turn it back on in the Agents tab of **All in One AI**, with Activate. The id does not change, so the program works again without changes. More in **pausing, activating or deleting an agent**.

404 model_not_found

The API did not find what is in `model`. With agents, these are the causes:

1. The id is incomplete or badly copied. It must be `agent/` followed by the id, exactly as shown under Use through the API.
2. The agent belongs to another account. Each account only sees and uses its own agents, so the key must belong to the account where the agent was created.
3. The agent was deleted.

Check with `GET /v1/models?type=agent`: if the agent is not in that key's list, the request will not find it either. See **listing your agents through the API**.

The other errors

Status	Code	What to do
`401`	`unauthorized`	The key is missing, wrong, revoked or expired. Check it or create another.
`402`	`insufficient_credits`	The credits do not cover the reservation. `details.required` says how much is needed and `details.balance` how much you have. Buy credits or lower `max_tokens`.
`403`	`insufficient_scope`	The key does not have `ai:write`. Create one with the right permission.
`422`	`validation_failed`	A field is missing or a value is not valid. See `details`.
`429`	`rate_limited`	You went over the requests per minute limit. Wait the seconds in `Retry-After`.
`502`	`upstream_error`	The AI service did not respond as expected. Try again shortly.

In your code

The OpenAI SDKs read the message from `error.message` and raise an exception with the HTTP status. In Python it is `APIStatusError`:

```
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": "Hello!"}],
        max_tokens=400,
    )
    print(completion.choices[0].message.content)
except APIStatusError as e:
    print(e.status_code, e.message)
    print("Correlation ID:", e.response.headers.get("X-Correlation-ID"))
```

Keep the Correlation ID in your program's logs. If you contact us about a request, that is how we find it.

RECOMMENDED

Want an agent that works without surprises in your program? See All in One AI.

See All in One AI →

SEE ALSO

- Using your AI agent through the API: agent/ in the model field
- Pausing, turning back on or deleting an agent, and the agent_paused error
- Listing your agents through the API: type=agent, base_model and status
- API request limits: per key, per account and per task, the headers and what to do after a 429
- All in One AI

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@mozout.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.mozout.co.mz
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