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502 upstream_error: when to try again and when to choose another model

Choosing a Tool & Fixing Errors

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-3265	v2026.11.28	Mozambique · English

MozOut Mozambique
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Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.mozout.co.mz/knowledgebase/3265

502 upstream_error: when to try again and when to choose another model

Choosing a Tool & Fixing Errors Created on **November 28, 2026** 2 min read



`502` with the code `upstream_error` means the AI service behind our API did not respond as expected. It usually has nothing to do with your setup: with a wrong key or model, the answer would be `401` or `404`, not `502`.

First, try again

`502` is one of the errors worth repeating after a pause, like `429`, `500` and `503`. The tools usually do it on their own: Claude Code retries failed requests up to 10 times by default (`CLAUDE_CODE_MAX_RETRIES`). Codex retries up to 4 times (`request_max_retries`) and up to 5 when a streaming answer is cut off (`stream_max_retries`). If the error still shows, wait a few minutes and send the message again.

When to choose another model

If the `502` keeps coming with the same model while the others answer, change the model and keep working:

Tool	How to change the model
Claude Code	`/model zai-org/glm-5.2`
Codex CLI	`codex -m zai-org/glm-5.2`, for that session only
OpenCode	`/models`, with the model already written in the file
Cursor	The model picker, with the model already added in **Add Custom Model**
Cline	The **Model ID** field

Choose among the **recommended coding models**. With the Coding Plan, all six spend plan points. If you move from a model of about a million tokens to `moonshotai/kimi-k2.7-code`, which reads 262,144, lower the context you set in the tool as well.

500, 502 and 503: the difference

Answer	What it is	What to do
`500 internal_error`	A failure on our side.	Try again later and give the `correlation_id` to support.
`502 upstream_error`	The AI service behind the API did not respond as expected.	Try again or choose another model.
`503 disabled`	The API is switched off at the moment.	Try again later.

When to ask for help

In Claude Code the error arrives as `api_error`; in Codex, with the `code` `upstream_error`. If the `502` shows with several models for a long time, **open a support ticket** with the `correlation_id` (in Claude Code, the `request_id`), the time, the tool and the model.

Never send the key
in a support ticket, by chat or by email. Support does not need it.

RECOMMENDED

Want to code with All in One AI models? Visit the Coding with AI page.

See Coding with AI →

SEE ALSO

- The recommended coding models →
- Errors when setting up a tool →
- 429 rate_limited in a coding tool →
- Using Claude Code with All in One AI →
- Coding with AI in All in One AI →

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