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Asking us about an AI request: where to find the Correlation ID

Getting Started & Activation

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MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/8976

Asking us about an AI request: where to find the Correlation ID

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Every AI request has a **Correlation ID**, a unique code. With it we find your request first time, with no questions. It is in several places, depending on how the request was made.

On the All in One AI page

1. Open the **History** tab. Use the date and model filters to get to the request.
2. On the request's row, click **View**. The "Request details" window opens.
3. The Correlation ID is at the bottom of the window. Click **Copy**.

Requests made in the Playground are there too, with the key "All in One AI Playground".

Through the API

Every response has the `X-Correlation-ID` header. In errors, the same value comes inside `error`, in `correlation_id`:

```
{
  "error": {
    "code": "insufficient_credits",
    "message": "Not enough credits for this request. Nothing was charged.",
    "correlation_id": "0f8fad5b-d9cb-469f-a165-70867728950e",
    "details": { "required": 46.12, "balance": 12.5 }
  }
}
```

With `curl`, the `-i` option shows the headers. This request reads your balance and spends no credits:

```
curl -i "https://api.mozout.com/v1/ai/balance" -H "Authorization: Bearer $MOZOUT_API_KEY"
```

In the `aio` command, errors show the code, the HTTP status and the request id, to give to support.

What to send us

Send	Example
The Correlation ID	`0f8fad5b-d9cb-469f-a165-70867728950e`
The time of the request	Today, at about 14:30.
Where it was made	Through the API, on `POST /v1/chat/completions`, or in the Playground, in Chat.
What you expected and what happened	I expected an answer and got a `502`.

With that, **open a support ticket**.

Never send us your key.
Support does not need it. If you already pasted it in a ticket or an email, revoke it and create another. See **what to do, in the right order**.

In a program, write the `X-Correlation-ID` of every error to your log. On a `500` or a `502`, try again shortly and, if it keeps happening, send us that value.

RECOMMENDED

Contacting us about a request? Copy the Correlation ID in History.

See All in One AI →

SEE ALSO

- **The History tab: what each AI request spent, with filters and CSV export** →
- **The 402 insufficient_credits error: what required and balance mean, and how to fix it** →

- When All in One AI is suspended: the account_suspended error and what to do
- An API key or token has leaked: what to do, in the right order
- All in One AI

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