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aio errors: no key, 401, 402, the waiting time and Node.js 18

The aio Command

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-9360	v2026.11.28	International · English

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/9360

aio errors: no key, 401, 402, the waiting time and Node.js 18

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When something fails, `aio` shows the error in the terminal language, with the code, the HTTP status and the request id. The key never appears in the messages. Here are the most common errors and what to do about each.

The errors and what to do

Situation	What to do
There is no API key.	Run `aio auth login` or set the `AIO_API_KEY` variable.
The API rejected the key (`401`).	Check the key in the API Center: it may be revoked or belong to another account.
The key does not have `ai:read` or `ai:write` (`403`).	Create a key with both permissions.
There are not enough credits (`402`).	Buy credits in All in One AI or choose a cheaper model.
The model does not exist (`404`).	Look up the id with `aio models --search` .
You went over the requests per minute limit (`429`).	Wait a little and run the command again.
The generation did not finish within the waiting time.	Check it later with `aio status <id> --download` .
aio needs Node.js 18 or later.	Update Node.js and run the command again.

No key, 401 and 403

`aio auth status` shows the key in use, hidden, where it comes from, the mode and the balance. Start there. If the key comes from the `AIO_API_KEY` variable, that is the one that counts, even if you ran `aio auth login` with another: the variable takes priority. An old variable forgotten in `~/.bashrc` is a common cause of `401`.

With `403`, the key is right but it lacks a permission. Create a key with `ai:read` and `ai:write` in the **API Center** and log in again.

402: not enough credits

`aio balance` shows your credits and, with a Coding Plan, the points left. In chat, the reservation counts the input and the maximum output asked for: a lower `--max-tokens` or a cheaper model may be enough. If not, **buy credits** in All in One AI.

The waiting time

`aio generate` waits, by default, 300 seconds for images and voice and 900 for videos. If the generation does not finish in time, it is not lost: check it with `aio status <id> --download`. To wait longer, use `--timeout`. Do not mix it up with `AIO_TIMEOUT`, which is the time for each API request (120 seconds, by default).

Node.js 18

`aio` needs Node.js 18 or later. See your version with `node --version`. If it is older, install the LTS version from the **official Node.js site** and run the command again.

The exit code helps too: `1` is an error like the ones in the table, `2` is a command written wrong. In that case, `aio help <command>` shows the right options.

If the error does not go away, **open a support ticket** with the message `aio` showed. The request id in it lets us find the request at once.

RECOMMENDED

Want to use AI in the terminal without surprises? See All in One AI.

See All in One AI →

SEE ALSO

- **Using aio on a server or in scripts: AIO_API_KEY, --json and the exit codes**
- **What a chat request costs through the API: the reservation, max_tokens and the final adjustment**

AI credits: how to buy them, the volume tiers and what each request uses →

Creating an API key: name, mode, permissions, validity, IP list and spending limit →

All in One AI →

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