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403 errors in a coding tool: insufficient_scope and account_suspended

Choosing a Tool & Fixing Errors

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403 errors in a coding tool: insufficient_scope and account_suspended

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A `403` means the key was recognised, but something blocks the request. With a wrong or expired key, the answer would be `401`. In a coding tool there are four possible causes, and each one is fixed in a different place:

Code	Why	Where to fix it
`insufficient_scope`	The key lacks `ai:write` or `ai:read`.	**API Center**: a new key.
`account_suspended` **and other** `account_*`	All in One AI is not active on the account.	The **All in One AI** page.
`ip_not_allowed`	The request came from an IP that is not on the key's list.	**API Center**.
`forbidden`	The account cannot use the API at the moment.	Support.

insufficient_scope: the key does not have the AI permissions

It happens with a key created for something else, such as SMS or domains. The `details.required` field says which permission is missing. In Claude Code, the error shows as `permission_error`, with the message "This key does not have the required permission.".

1. In the **API Center**, create a new key with `ai:read` and `ai:write`.
2. Put it in the `MOZOUT_API_KEY` variable or in the tool's settings, in place of the old one.

3 If the old key is no longer used for anything, revoke it.

To see a key's permissions, ask for its details. The `permissions` field must have both:

On Linux and macOS:

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

In Windows PowerShell:

```
curl.exe "https://api.mozout.com/v1/token" -H "Authorization: Bearer $env:MOZOUT_API_KEY"
```

account_suspended: All in One AI is not active

Here the problem is not the key, it is the state of All in One AI on the account. So changing the key does not help. Open the **All in One AI** page and check the state:

State	What to do
Never activated	Activate it: see **how to activate All in One AI**.
You deactivated it	At the bottom of the page, click **Reactivate All in One AI**. Your balance, agents and conversations are as you left them.
Suspended by our team	You got an email with the reason, which also shows on the page. The balance is kept until the account is reactivated. If you think it is a mistake, **open a support ticket**.

ip_not_allowed and forbidden

`ip_not_allowed`: the key has an IP list and the request came from another address. It happens when your network's IP changes, and in Cursor, whose requests come from Cursor's servers. Create a key for the tool without an IP list, or with the right IPs. The request above shows the list in `allowed_ips`.

`forbidden`: the account cannot use the API at the moment. It does not depend on the key or the tool, so **open a support ticket**.

! **Never send the key in a support ticket.**
Send the `correlation_id` (in Claude Code, the `request_id`), the time and the tool.

RECOMMENDED

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

See Coding with AI →

SEE ALSO

- Creating an API key
- Deactivating or reactivating All in One AI
- Errors when setting up a tool
- Before you set up a coding tool
- Coding with AI in All in One AI

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