

# Error codes

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Explore API error codes and solutions.

This guide includes an overview on error codes you might see from both the [API](#) and our [official Python library](#). Each error code mentioned in the overview has a dedicated section with further guidance.

## API errors

CODE	OVERVIEW
401 - Invalid Authentication	<b>Cause:</b> Invalid Authentication <b>Solution:</b> Ensure the correct <a href="#">API key</a> and requesting organization are being used.
401 - Incorrect API key provided	<b>Cause:</b> The requesting API key is not correct. <b>Solution:</b> Ensure the API key used is correct, clear your browser cache, or <a href="#">generate a new one</a> .
401 - You must be a member of an organization to use the API	<b>Cause:</b> Your account is not part of an organization. <b>Solution:</b> Contact us to get added to a new organization or ask your organization manager to <a href="#">invite you to an organization</a> .
403 - Country, region, or territory not supported	<b>Cause:</b> You are accessing the API from an unsupported country, region, or territory. <b>Solution:</b> Please see <a href="#">this page</a> for more information.
429 - Rate limit reached for requests	<b>Cause:</b> You are sending requests too quickly. <b>Solution:</b> Pace your requests. Read the <a href="#">Rate limit guide</a> .
429 - You exceeded your current quota, please check your plan and billing details	<b>Cause:</b> You have run out of credits or hit your maximum monthly spend. <b>Solution:</b> <a href="#">Buy more credits</a> or learn how to <a href="#">increase your limits</a> .
500 - The server had an error while processing your request	<b>Cause:</b> Issue on our servers. <b>Solution:</b> Retry your request after a brief wait and contact us if the issue persists. Check the <a href="#">status page</a> .
503 - The engine is currently overloaded, please try again later	<b>Cause:</b> Our servers are experiencing high traffic. <b>Solution:</b> Please retry your requests after a brief wait.

### > 401 - Invalid Authentication

### > 401 - Incorrect API key provided

> 401 - You must be a member of an organization to use the API

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> 429 - Rate limit reached for requests

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> 429 - You exceeded your current quota, please check your plan and billing details

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> 503 - The engine is currently overloaded, please try again later

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## Python library error types

TYPE	OVERVIEW
APIConnectionError	<b>Cause:</b> Issue connecting to our services. <b>Solution:</b> Check your network settings, proxy configuration, SSL certificates, or firewall rules.
APITimeoutError	<b>Cause:</b> Request timed out. <b>Solution:</b> Retry your request after a brief wait and contact us if the issue persists.
AuthenticationError	<b>Cause:</b> Your API key or token was invalid, expired, or revoked. <b>Solution:</b> Check your API key or token and make sure it is correct and active. You may need to generate a new one from your account dashboard.
BadRequestError	<b>Cause:</b> Your request was malformed or missing some required parameters, such as a token or an input. <b>Solution:</b> The error message should advise you on the specific error made. Check the <a href="#">documentation</a> for the specific API method you are calling and make sure you are sending valid and complete parameters. You may also need to check the encoding, format, or size of your request data.
ConflictError	<b>Cause:</b> The resource was updated by another request. <b>Solution:</b> Try to update the resource again and ensure no other requests are trying to update it.
InternalServerError	<b>Cause:</b> Issue on our side. <b>Solution:</b> Retry your request after a brief wait and contact us if the issue persists.
NotFoundError	<b>Cause:</b> Requested resource does not exist. <b>Solution:</b> Ensure you are the correct resource identifier.
PermissionDeniedError	<b>Cause:</b> You don't have access to the requested resource. <b>Solution:</b> Ensure you are using the correct API key, organization ID, and resource ID.
RateLimitError	<b>Cause:</b> You have hit your assigned rate limit. <b>Solution:</b> Pace your requests. Read more in our <a href="#">Rate limit guide</a> .
UnprocessableEntityError	<b>Cause:</b> Unable to process the request despite the format being correct. <b>Solution:</b> Please try the request again.

› **APIConnectionError**

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› **APITimeoutError**

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› **AuthenticationError**

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› **BadRequestError**

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› **InternalServerError**

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› **RateLimitError**

## Persistent errors

If the issue persists, [contact our support team via chat](#) and provide them with the following information:

The model you were using

The error message and code you received

The request data and headers you sent

The timestamp and timezone of your request

Any other relevant details that may help us diagnose the issue

Our support team will investigate the issue and get back to you as soon as possible. Note that our support queue times may be long due to high demand. You can also [post in our Community Forum](#) but be sure to omit any sensitive information.

## Handling errors

We advise you to programmatically handle errors returned by the API. To do so, you may want to use a code snippet like below:

```
1  import openai
2  from openai import OpenAI
3  client = OpenAI()
4
5  try:
6      #Make your OpenAI API request here
7      response = client.chat.completions.create(
8          prompt="Hello world",
9          model="gpt-4o-mini"
10     )
11 except openai.APIError as e:
```



```
#Handle API error here, e.g. retry or log
print(f"OpenAI API returned an API Error: {e}")
pass
except openai.APIConnectionError as e:
    #Handle connection error here
    print(f"Failed to connect to OpenAI API: {e}")
    pass
except openai.RateLimitError as e:
    #Handle rate limit error (we recommend using exponential backoff)
    print(f"OpenAI API request exceeded rate limit: {e}")
    pass
```

