interweb

Generated on 28/11/2026 20:36

KNOWLEDGE BASE · PUBLIC DOCUMENT

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

Getting Started & Activation

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-2964	v2026.11.28	Angola · English

Interweb Angola
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/2964

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

Getting Started & Activation Created on **November 28, 2026** 2 min read



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.interweb.ao/v1/ai/balance" -H "Authorization: Bearer $INTERWEB_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

interweb

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-AO-KB-2964 · v2026.11.28 · Generated on 28/11/2026 20:36