

KNOWLEDGE BASE · PUBLIC DOCUMENT

Error 429 Too Many Requests: who is asking too much, and what to do

cPanel & WHM

CODE

RLX-MZ-KB-1864

VERSION

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COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

<https://www.meu.interweb.co.mz/knowledgebase/1864>



The short answer: 429 means “you asked too many times in a short time: wait”. It appears from two sides: **you** receive the error (from a site, a protection or an API your program connects to), or it is **your site** that returns it to whoever insists (a bot, an attacker, a program of yours with a loop).

When you are the one receiving it

Where	What to do
On a site, while browsing or logging in	Wait a few minutes and try again, without insisting. If you were trying passwords, the site blocked you on purpose.
On an API your program connects to	Wait the time the reply indicates (the <code>Retry-After</code> header) and make fewer requests : batch them and keep the answers. Try again with longer and longer waits.
From WhatsApp, Google or another service	Each service has its own quotas: see the documentation, and do not repeat the request in a hurry.
Without doing anything special	You may be sharing an address with other people (a company or mobile network). Try another network.

When it is your site returning it

1

Find out who asks too much. cPanel’s access logs (or the server log) show the addresses and the most requested paths: **Errors and Raw Access**.

2

If they are bots, limit them: **AI bots crawling your site**. On a VPS: **Rate limiting in nginx**.

3

If it is an abusive address, block it: **Blocking an address**.

4

If it is your own program (a loop calling the site non-stop), fix it.

5

If it is an attack, see whether it really is one or just a spike: **DDoS attack or just a traffic spike**.

Do not remove all limits just to make the error go away. A reasonable limit protects the site, and real visitors rarely hit it. See also **Protecting the WordPress login**.

Do your visitors get the 429 and you do not know where it comes from? Open a ticket with the address and a time when it happened.

[Open a support ticket](#)

SEE ALSO

[AI bots crawling your site: robots.txt and how to block them](#)

[Blocking an IP address from visiting your site](#)

[DDoS attack or just a traffic spike: how to tell, and what to do](#)

[Rate limiting in nginx: slowing down bots and password guessing](#)



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