

A tool stopped working after connecting

It worked before governance and now returns an error. Almost always one of the things below.

No provider key — error 424

The tool is in **managed API key** mode and there is no matching key. Claude Code needs an Anthropic key; Cursor and Copilot need OpenAI.

Fix it on **Providers**, or move that tool to subscription mode in **Policy ? Connection modes**.

Ambiguous provider key — error 409

Two keys of the same type both list the requested model in their enabled models. Sentilai will not guess which one to bill. Make the model lists disjoint.

Cursor needs its model selected

After connecting Cursor, open its **Settings ? Models**, make sure the OpenAI key is enabled and a `gpt-...` model is chosen. Otherwise Cursor quietly uses its own models and chat may behave oddly.

Copilot BYOK is not enabled on your GitHub organization

If VS Code does not offer a **Custom Endpoint** option at all, that is a GitHub organization setting. Sentilai cannot enable it.

An ungoverned agent got the device blocked

If the error reads *"access blocked: an ungoverned AI agent (...) was detected on this device — remove it to restore access"*, nobody revoked anything. Your organization's ungoverned-agent policy is set to block, and that machine has an autonomous AI agent on it.

The developer fixes this themselves: uninstall the agent, and access returns within about half a minute of the next check. No ticket, no admin action. **Diagnostics** shows which device and which agent; [Ungoverned-agent policy](#) explains the setting.

It is a policy block, not an error

Check **Activity** and filter by outcome **Blocked**. A request stopped by your own policy is not a malfunction. The Signals column names the rule that stopped it.

Revision #9

Created 2026-08-02 10:20:19 UTC by Sentilai Docs

Updated 2026-08-14 12:38:51 UTC by Sentilai Docs