A close-up of a logo

Description automatically generated

### Common Mistakes

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mistakes | |  | | --- | | **Issue** |  |  | | --- | |  | | |  | | --- | | **Solution** |  |  | | --- | |  | | | **Reference** | | --- |  |  | | --- | |  | |
| Not Using the Correct HTTP Method | |  | | --- | | Using a GET request instead of POST for creating resources. |  |  | | --- | |  | | |  | | --- | | Always ensure the HTTP method matches the API documentation, e.g., POST for creating a change request. |  |  | | --- | |  | | |  | | --- | | ServiceNow  REST API Explorer |  |  | | --- | |  | |
| |  | | --- | | Incorrect Endpoint URL |  |  | | --- | |  | | |  | | --- | | Using an incorrect endpoint URL, leading to 404 errors. |  |  | | --- | |  | | |  | | --- | | Double-check the API endpoint URL in the ServiceNow API documentation. |  |  | | --- | |  | | ServiceNow  REST API Explorer |
| |  | | --- | | Invalid JSON Payload |  |  | | --- | |  | | |  | | --- | | Incorrect JSON syntax or missing required fields in the payload can lead to 400 Bad Request errors. |  |  | | --- | |  | | |  | | --- | | Validate JSON payload using online tools or within Postman to ensure proper formatting and completeness. |  |  | | --- | |  | | <https://jsonlint.com/> |