A close-up of a logo

Description automatically generated

### Common Mistakes

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| Mistake | Issue | Solution | Reference |
| Incorrect OAuth Credentials | Using incorrect Client ID or Secret can lead to authentication failures. | Ensure you are using the correct Client ID and Secret as provided by the ServiceNow instance. | ServiceNow OAuth Documentation |
| Invalid Access Token | Expired or invalid access token can cause authorization errors. | Refresh the access token regularly and ensure it's valid. | OAuth Token Refresh Guide |
| Incorrect JSON Path | Incorrect JSON path can lead to failure in extracting the desired data. | Use tools like JSONPath Finder to accurately locate the path. | JSONPath Finder |
| 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/> |
| Not Setting Global Variables Correctly | Failure to set or retrieve global variables can break the chaining process. | Ensure that global variables are set correctly in the tests tab and referenced properly in subsequent requests. | Postman Documentation |