

Freshservice - Why is a 502 error Bad Gateway returned when I PATCH /incidents/{id}?

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There can be many reasons for experiencing 502 errors, but if you run into a 502 when making a call to Freshservice `PATCH /incidents/{id}` and not when making other `GET` calls the issue is likely in your payload. In Freshservice all fields are permitted for update except:

- description
- description_html

Therefore, be sure to exclude these fields from the request body when you perform `PATCH` calls to this endpoint. If you attempt to `PATCH /incidents/{id}` with an updated `description` value, a 502 will be returned with a provider message containing a very lengthy HTML body that does not explain the cause for the error and culminates in this message:

```
We're sorry, but something went wrong.  
We've been notified about this issue and we'll take a look at it shortly.
```