

Known Issue: Token Can't be Generated if the Password Contains Special Characters

Last Modified on 01/15/2026 2:47 pm EST

Problem

Security token can't be generated and the following error occurs:

```
cat << 'EOF' | xargs -l % curl --data-urlencode "grant_type=password" --data-urlencode "client_id=65b14c68994ab54110bf52f356cdeb3a49" --data-urlencode "client_secret=%" --data-urlencode "username=myadmin" --data-urlencode "password=password@123" https://dev82492.service-now.com/oauth_token.do
JW4Q3!;Lrc
EOF

{"error_description":"access_denied","error":"server_error"}%
```

Cause

The issue occurs when the user's password contains special characters like "\$%". It usually happens when you create a user and then set a password for this user using the '**Set password**' option.

Solution

You can escape the special characters using quotation marks and a backspace `\` right before each special character.

In this case, `password@123` should be overwritten with `"password\@123"`.

The curl command will have the following look:

```
cat << 'EOF' | xargs -l % curl --data-urlencode "grant_type=password" --data-urlencode "client_id=65b14c68994ab54110bf52f356cdeb3a49" --data-urlencode "client_secret=%" --data-urlencode "username=myadmin" --data-urlencode "password=password\@123" https://dev82492.service-now.com/oauth_token.do
JW4Q3!;Lrc
EOF
```

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