**Cannot Access CA ITAM Web Services - 500 Internal Server error or 404 File not found**

Note: This error can be from a custom C#, Java, or SoapUI program as they use the ITAM Web services.  
CA ITAM Web Services program errors with the following:

500 Internal server error:  <faultstring xml:lang="en-US">The server was unable to process the request due to an internal error. For more information about the error, either turn on IncludeExceptionDetailInFaults (either from ServiceBehaviorAttribute or from the &lt;serviceDebug> configuration behavior) on the server in order to send the exception information back to the client, or turn on tracing as per the Microsoft .NET Framework 3.0 SDK documentation and inspect the server trace logs.</faultstring>

or

404 file not found error

Resolution:

On the ITAM application server,

Open \ITAM\WCF Service folder\Bin  
Right click on CA.Applications.Web.WCF.dlland choose Properties, then the Details tab.   
Copy the product version  
Open \ITAM\WCF Service\Web.config  
Find the <behaviorExtensions> section of the web.config

Update the CA.Applications.Web.WCF.Behaviour version to the current CA.Applications.Web.WCF.dll version.

<behaviorExtensions>

<add name="ITAMServiceBehavior" type="CA.Applications.Web.WCF.Behaviour.ITAMBehaviorElement, CA.Applications.Web.WCF, Version=<CA.Applications.Web.WCF.dll version from step 3 above>, Culture=neutral, PublicKeyToken=null"/>

</behaviorExtensions>

Save the changes  
 Run an IISRESET on the web and application servers (start-Run-IISRESET)