What is the process for customers after replacing the motherboard?

1. Reset the database with following command

   ```
   cd /opt/flexnetls/socbu
   sudo ./reset-fne-server -a
   sudo systemctl start advantest-fne-server
   ```

2. Download the overview Excel via License Portal

3. Create a ticket and request the removal of the previous server's registration.
   - **The customer cannot perform self-rehosting after the motherboard is damaged** and requires GLPT support to remove the registration and return the licenses to entitlement.

4. Proceed server registration after receiving removal confirmation from GLPT, then activate licenses according to overview.

Revision #1
Created 2025-10-15 09:54:06 CEST by Ekaterina Nikitina
Updated 2025-10-15 09:54:06 CEST by Ekaterina Nikitina