

# 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.

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