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Question:

How to move / copy a Virtual Machine without breaking GE's Advantage licensing

Answer:

In order to move a Virtual Machine (VM) from one host (such as a server or laptop) to another, there are steps that need to be adhered to, in order for the GE Advantage licensing to work after the move.

Here are the steps:

1. Return all licenses from the 'License Client' app, to your local license server. (server is required for licensing used within a VM)
2. From your local license server application, return the license(s) back to the GE servers.
3. Uninstall all Proficy licensing from add/remove programs list, there are three:
 - a. Common Licensing
 - b. License server configuration
 - c. Proficy license server
4. Using file explorer, go into the Proficy folder and delete the Proficy Common Folder & the Proficy License server folder.
 - a. This PC > Local Disc C > Program files x86 > Proficy > Proficy Common.
 - b. This PC > Local Disc C > Program files x86 > Proficy > Proficy License Server
5. You will also need to delete a hidden file: to do this
 - a. Using file explorer, type in C:\ProgramData
 - b. From within program data folder, find FNEserver
 - c. Delete all files within the FNEserver folder
6. Now you can move or copy the VM onto the new hardware
7. After the VM has been moved onto the new hardware, install the license client and server
8. After the re-installation of the license server is complete, you need to perform a 'reset server'
 - a. There is a button in blue on the "Manage a License Server" main page of the license server application. You just need to click it and hit OK.
9. After the server has been reset, you can then go ahead and add the licenses back onto the server, and then pull them back onto the client, and you are done.

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