
Subject: Re: unable to connect to westwood on line
Posted by [desoLane](#) on Mon, 28 Aug 2006 07:57:58 GMT
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<http://strike-team.net/forums/index.php?showtopic=90994>

DonCarlo,Aug 26 2006, 12:58 PM

I have not yet had time to read all threads on this subject but this a general post that should answer most questions complaints.

The reasons that all servers went down 2 days ago is that the host had a scheduled downtime for network maintenance.

We were not informed of this downtime and have only been informed today after trying to get some answers.

Once the host network was backup, the Ra2 and Yuri's revenge servers automatically restarted. The TS/Renegade server did not. This has nothing to do with any prejudices against those games it was just bad luck.

There are still some services that need to be restarted on all servers so please be patient.

Please also note that Olaf and i are currently away at Leipzig GC with EA.

On the one hand this is unfortunate timing that this happened in our absence as we are struggling to get access to PCs to get online here.

On the other hand we have access to talk to the top people at EA here and one of our priorities in our visit is to get some assurances from EA that this kind of thing is going to stop happening.

Note we were contacted by Riz on our mobile phones as soon as this occurred and we got online at our first opportunity. But since it was a network issue there was nothing we could do.

We have sympathy with those players who have made civilised enquiries and will do our best to get the message to the right people. But we are no longer accepting responsibilities for things beyond our control or accept complaints from people that are being unreasonable and rude.

When we get a chance to give an update we will.

DonCarlo,Aug 27 2006, 11:04 PM

Update :

We are back now.

There are still some stability issues with c server (RG and TS). That is the priority,after that we will let you know the status on ladders etc.

Note all levels at EA are aware of this, not least because a lot of people contacted EA during the downtime, which only helps the case to get more reliable hosts provided. We are discussing that presently.

Keep an eye on that news thread for updates
