
Subject: Re: Does anyone still play C&C Renegade?
Posted by [A48943849](#) on Sun, 21 Mar 2010 01:05:40 GMT
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Ok, here's a conversation I just had with a support guy:

Quote: Garth: Hi, my name is Garth. How may I help you?

: Hi Garth I'm having a little trouble with a game I bought today, Command and Conquer: The First Decade

Garth: May I know the issue in detail ?

: I installed it fine and I'm trying to play Command and Conquer Renegade

: But when I try to play online it says my serial number is invalid.

Garth: Okay, I would like to inform you that this is the known issue, an dour engineers are working hard to fix it.

: Ok, so what does that mean for me? I'd like to play online and I cannot.

Garth: I request you to please try after 24 hours.

: The game has been out for 4 years, why is it going to work after 24 hours?

Garth: There is some temporary issue and we need some time to fix it.

: So is this just affecting people who just bought the game?

Garth: Know, this issue is with old customers as well.

: So is it like the whole online component is just not working? Sorry if my questions suck I'm just trying to understand the issue.

Garth: *No, this issue is with old customers as well.

Garth: Yes, you got it right

: Ok so it's not just me, everyone who is using C&C: The First Decade to play C&C: Renegade is getting the invalid serial error?

Garth: Yes

: And people who are using the original C&C: Renegade are not getting this error and are able to play?

Garth: Actually whole C&C servers are effected, some of the users are able to play the game, and others not.

: Ok so my serial number is good and it will let me play online once you guys get things fixed on your end?

Garth: Yes

Garth: Is there anything else that I may assist you with today?

: Nope, that's it. Thanks for being patient with me.

Garth: It was pleasure chatting with you today. For your convenience and future reference, you will receive a detailed transcript of our chat by email.

Garth: Have a nice time

Garth: Bye

So I guess there is hope after all? Has anyone else had trouble playing?
