
Subject: EA's response to serial email problem
Posted by [snipesimo](#) on Tue, 20 Jan 2004 01:24:56 GMT
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This is their first response, I responded saying many others have the problem and I even requested one on an email address with no spam filters, I am awaiting their next reply.

Discussion Thread

Response (Box Frank L.) - 01/19/2004 05:25 PM

Hello,

Thank you for contacting Electronic Arts technical support concerning C&C: Renegade. Unfortunately, the Dedicated server is unsupported software, and as a result we do not have the means to provide serial numbers. The system does send out emails, but it can take possibly up to a day to receive it.

What you might try is to add the Westwood Online email to your address book, or specify that mail from it is not spam, and then re-submit your request on the website. The email address for the FDS automailer is:

YourRenegadeFDSSerial@westwood.com

Thank you for contacting Electronic Arts Online Support,

Frank L.
EA Technical Support

Customer - 01/18/2004 10:46 PM

When will the Dedicated Serial service for WOL be back up? Currently when a serial is requested from <http://renegadeserver.westwood.com/RenegadeFdsReg/index.jsp> no email is sent out. Many others are having this problem and it is hindering the survival of C&C Renegade. Please respond ASAP.
