
Subject: EA's response to serial email problem
Posted by [snipesimo](#) on Thu, 22 Jan 2004 01:56:58 GMT
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Looks like being nice and patient has paid off. I am making progress. After I read this response from him, I replied thanking him and asked him one last question, I asked him if it would be possible for him to put me in contact with someone from the Networks Operation Center. Not only to talk to someone who has access to the box directly, but to see if I can discuss other WOL issues with him (outages, chatroom chaos etc).

Response (Box Frank L.) 01/21/2004 06:47 PM
Hello,

The situation is just that we don't maintain those servers here in tech support- we just handle issues with the game itself, as it installs off the CD. In order to check if the servers are up and functional, I just send a message to our network operations center, and as best as they can tell the server is working properly.

Since there seems to be some other error going on other than the server being up or down, let me send them a new message and hope that they look into the systems more thoroughly. I don't have any idea as to the timeframe for this, at the time I'm sending this to you. Unfortunately, if the system is fixed to be more consistent with sending emails, you may have to create a new Westwood online account to generate new serial numbers from.

Thank you for contacting Electronic Arts Online Support,

Frank L.
EA Technical Support
