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Subject: EA's Response to WOL problems  
Posted by [snipesimo](#) on Wed, 11 Feb 2004 23:10:17 GMT  
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My original message:

Customer - 02/10/2004 03:07 PM

I was wondering what has been wrong with Westwood Online (WOL) lately. Recently, WOL went down a few times, and ever since the most recent crash things haven't been working properly. For example, it usually takes a few tries to log-in and after you play one game you get disconnected from WOL and must restart Renegade to get back in. Also, the chatrooms have been a litte out of control, i.e. spam bots, vulgar language, IRC hacking etc. The bots don't appear to be operating properly to maintain order. Finally, the WOL ladder is broken, and most players' ranks are frozen on the most recent working ladder update. I am not the only one experiencing these problems, and some others are having even more connectivity issues than I am. Can you give me any idea of if this is being looked into/fixed and also, I would like to reference Incident: 040118-004323 and query when the serial service will be fully functional again (the question is locked and passed the update period). Thanks in advance for any help.

Response (Box Peter R.) - 02/11/2004 11:40 AM

Hello,

We are currently still looking into all issues with the Westwood online servers. We still do not have any date/time for when full services for all games will be restored. I would like to thank you for your patience in this matter, and apologize for the inconvenience.

Best regards,

Peter R.

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