Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 19:00:54 GMT
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We are currently looking into the outage issue.

We are bringing the servers down at 11:00 AM.

Downtime should be around 1 hour.

This will hopefully fix this issue. I apologize for any inconvenience.

Richard A.

Westwood

Subject: Westwood Online Planned Outage
Posted by Nightma12 on Mon, 14 Feb 2005 19:02:21 GMT
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w000t!

nice one Richard!

Subject: Westwood Online Planned Outage
Posted by JPNOD on Mon, 14 Feb 2005 19:08:35 GMT
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Hmm well something is happening because im getting a new Error. It doesnt even log in anymore!

[20:06] Logging onto European Server
[20:06] Error - Your password is invalid.
[20:06] Error - Your serial number appears to be invalid.
[20:06] Failed to log in, retrying
[20:06] Logging on....
[20:06] Logging onto European Server
[20:06] Error - Your password is invalid.
[20:06] Error - Your serial number appears to be invalid.
[20:06] Failed to log in, retrying
[20:06] Logging on....
[20:06] Logging onto European Server
[20:06] Error - Your password is invalid.
[20:06] Error - Your serial number appears to be invalid.
[20:06] Failed to log in, retrying

[20:06] Logging on....
[20:06] Logging onto European Server

Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 19:13:44 GMT
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We will be up in about an hour.

Thank you for your patience.

Richard A.
Westwood

Subject: Westwood Online Planned Outage
Posted by Naamloos on Mon, 14 Feb 2005 19:22:10 GMT
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Did you get that in an E-mail?

Also, "Westwood"? Shouldn't that be EA now?

Subject: Westwood Online Planned Outage
Posted by Hav0c on Mon, 14 Feb 2005 19:39:16 GMT
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Its called "Westwood" Online so...

Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 19:47:23 GMT
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They should be be back up now. We are checking the servers as I write this.

Richard A
Westwood.

Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 19:59:57 GMT
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Perhaps I spoke too soon.

We are continuing to look into this.

Richard A.
Westwood

Subject: Westwood Online Planned Outage
Posted by Crimson on Mon, 14 Feb 2005 20:00:56 GMT
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Thanks for keeping us posted, Richard!

Subject: Westwood Online Planned Outage
Posted by Spoony_old on Mon, 14 Feb 2005 20:03:12 GMT
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you're at... Westwood?

Subject: Westwood Online Planned Outage
Posted by TankClash on Mon, 14 Feb 2005 20:05:10 GMT
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Spoony, that's going to make some people's brain cases hurt.

Subject: Westwood Online Planned Outage
Posted by Crimson on Mon, 14 Feb 2005 20:05:58 GMT
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He's with EA. The best support rep I've ever conversed with over there.

Subject: Westwood Online Planned Outage
Posted by Jecht on Mon, 14 Feb 2005 20:08:16 GMT
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Kewl! i didnt know they are still looking at these forums! Maybe we do matter! C&C w00t!

Subject: Westwood Online Planned Outage
Posted by revenuke on Mon, 14 Feb 2005 20:09:19 GMT
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w000... thanks richard

Subject: Westwood Online Planned Outage
Posted by jd422032101 on Mon, 14 Feb 2005 20:57:28 GMT
View Forum Message <> Reply to Message

thanks rich for keeping us updated

Subject: Westwood Online Planned Outage
Posted by dead6re on Mon, 14 Feb 2005 21:03:12 GMT
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Is Yuri Richard A. or someone thats just informing us?

Thanks for looking into it.

Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 21:15:23 GMT
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All right looks like they are back up and running!

Thanks again for your patience.

Richard A.
Westwood / EA (for those that may get confused   )

Subject: Westwood Online Planned Outage
Posted by Chronojam on Mon, 14 Feb 2005 21:18:40 GMT
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No, thank *you* for your patience with this motly crew, and for keeping us up to date

---

Subject: Westwood Online Planned Outage
Posted by Crimson on Mon, 14 Feb 2005 21:29:52 GMT
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Thank you SO MUCH Richard!!! Everything is working great!

-Christine

Subject: Westwood Online Planned Outage
Posted by dead6re on Mon, 14 Feb 2005 21:31:23 GMT
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Could you tell us what went wrong and what fixs you have made?

Thanks

Subject: Westwood Online Planned Outage
Posted by -SFC-Server on Mon, 14 Feb 2005 21:42:22 GMT
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hi Yuri ^^ eh it´s strange, that this dummies from EA in Germany wrote me an e-mail, that the american´s close the WOL´s from all Games under Generals ...

but good, that it works again

Subject: Westwood Online Planned Outage
Posted by reborn on Mon, 14 Feb 2005 21:50:57 GMT
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yeah thanks a million man, all my servers are back on-line and not crashing

---

Subject: Westwood Online Planned Outage
Posted by Creed3020 on Mon, 14 Feb 2005 21:52:00 GMT
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When ever I needed help I was always told to go to Richard A, especially when there was the trouble with server serials.

Thanks again for getting things rolling again. Very much appreciated.

Subject: Westwood Online Planned Outage
Posted by zunnie on Mon, 14 Feb 2005 21:57:02 GMT
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Richard, if you were a hot babe i would kiss you but your not so

Is there any chance for a v1.038 patch for renegade do you think? One that includes RG that would be awesome...

If only 1 version of RG is supplied in a standard patch, at least people will
already have ONE version of RG with options for updating it o.o

See it like a final favor to the fans

Subject: Westwood Online Planned Outage
Posted by Sir Kane on Mon, 14 Feb 2005 22:16:31 GMT
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Uhh, having RG in a Renegade patch would suck.

Subject: Westwood Online Planned Outage
Posted by Yuri on Mon, 14 Feb 2005 22:25:00 GMT
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As far as the information from our European office, I apologize.

I have forwarded the information to proper channels.

And please, while I do not mind the praise, I am just a messenger. There are still top notch engineers that do must of the work.

As far as patches go, we do not have any information on that. I'm sorry.

Hey yall, enjoy! And remember.. Never trust a commando who walks up and says..

"I've got a present for ya!"

Bye,

Richard A.
Westwood / EA

Subject: Westwood Online Planned Outage
Posted by Homey on Mon, 14 Feb 2005 22:38:50 GMT
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I love people who do their job right, and take passion. Just like teachers who enjoy it

Subject: Westwood Online Planned Outage
Posted by cowmisfit on Mon, 14 Feb 2005 22:44:43 GMT
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Thanks Yuri. You've showed us that they're are people at EA who care about there games and they're support. You should encourage more of your co-workers to be like you.

Subject: Westwood Online Planned Outage
Posted by Dave Mason on Mon, 14 Feb 2005 22:53:42 GMT
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zunnie
Is there any chance for a v1.038 patch for renegade do you think?

No chance, this is EA we are talking about, I mean, look at the Renegade "website". Its not a website its a useless webpage with nothing on it. why don't they hand over the domain to the renegade community/BHS so we can make it into a website.

Also this has got to be the first technical support I have heard directly from EA since I have been browsing these forums.Which shows obviously that EA don't really give a flying fuck unless they are bombarded with emails.

I thought you were all against EA? For the work they force their employees to do with no overtime pay? for the "slavery" they induce. For the fact that technical support for the games they come out with is either useless or non-existent after a month of the games release. But now after a few postings of one employee you're all "whoopee! Go EA".

I am thankful for Richard's support and I'm sure when I have sent emails to EA in the past every reply was from him. Big thumbs up to him but still, the bottom line is, EA suck. Maybe if they employed more people like this guy who actually care to keep people informed instead of becoming expert bollock scratchers then we wouldn't all hate them so much.

Lets take the Scud Storm bug in zero hour as an example. This bug has been around for a long long time with no response from EA on the matter of fixing it.
EA have completely neglected the community of Generals / Zero Hour / Rengade and other games too. There are now so many cheats, hacks, and unsporting behaviour by people online that Zero Hour has completely lost the one aspect that lets it keep its shelf life. Now if EA managed to make a patch that fixed scud bugging and map hacks, and punished players who use disconnecting and mis-matching when they are being beaten the game would be more playable and a lot more enjoyable. Obviously they won't as they have no interest. However a lot of people like myself would have been the backbone of future C&C game communities, Ive heard of a Red Alert 3, I personally won't be buying it as I know that EA just doesn't give a damn about the game after you've shelled out your hard earned cash.
Renegade was just deserted too.

Again, bottom line is EA sucks. They couldn't give a flying fuck about patches , updates, support etc. for Renegade. Only making money (and idiots) out of the public.

Subject: Westwood Online Planned Outage
Posted by DarkDemin on Mon, 14 Feb 2005 23:00:55 GMT
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Richard seems to be the only person that pays any attention to us.

Subject: Westwood Online Planned Outage
Posted by Pendullum on Mon, 14 Feb 2005 23:01:52 GMT
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Thanks a lot Richard, the community would be in a lot of trouble without you

---

Subject: Westwood Online Planned Outage
Posted by zunnie on Mon, 14 Feb 2005 23:23:14 GMT
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Silent KaneUhh, having RG in a Renegade patch would suck.

Why is that?
It could be added as an selectable option when people finished
downloading the patch. Still some people would choose to not install it, but
at least through an official update people would have the option by default
to install it and update afterwards.
This would be a great thing.

Subject: Westwood Online Planned Outage
Posted by cheesesoda on Mon, 14 Feb 2005 23:29:42 GMT
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Plus it would stop all these morons from saying "CRIMZIN JUST WANTZ 2 SPY 0N J00! SHEZ
STEELING J00R IN4MASHUN!"

Subject: Westwood Online Planned Outage
Posted by sterps on Tue, 15 Feb 2005 00:02:40 GMT
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Cheers Richard, thanks for your help

Subject: Westwood Online Planned Outage
Posted by Jecht on Tue, 15 Feb 2005 01:21:45 GMT

ya thanks dude, we appreciate it. Richard please show this topic to your superiors, our community is dying and only us Hardcore select few still play the game. It wouldnt be this way if there were regular updates, regular contact from EA to the most contributive of us (Black Hand Studios, Mac, ect.), and (I know this is a tall order) hope of a sequel, or prequel, or whatever renegade 2 was supposed to be before it got cancelled. EA could probably add to their profits in fact if players knew that the company was going to stand by them. I know you probably arent the one to tell, but your the only person that has made any contact with us from EA in quite some time. O, and one other thing, show them this:

http://www.petitiononline.com/mod_perl/signed.cgi?ren2

hopefully, you know the right person to show this stuff to, if not, im sorry I wasted your time.

Subject: Westwood Online Planned Outage
Posted by Alkaline on Tue, 15 Feb 2005 01:26:17 GMT

Silent KaneUhh, having RG in a Renegade patch would suck.
Why? I think it would be great...
that along with auto map downloading would be nice.

Subject: Westwood Online Planned Outage
Posted by Hydra on Tue, 15 Feb 2005 01:53:18 GMT

Whoa, wait... who is this Richard dude, and how long has he been around (ya'll are talkin' like he's been around for a few months...)?? :eh: Did I just completely miss something huge here???

Subject: Westwood Online Planned Outage
Posted by cowmisfit on Tue, 15 Feb 2005 02:02:32 GMT

hydra1945Whoa, wait... who is this Richard dude, and how long has he been around (ya'll are talkin' like he's been around for a few months...)?? :eh: Did I just completely miss something huge here???

If memory serves correct. back when everyone was running out of serials for dedi servers he is the only guy at EA taht helped us fix it by giving out them and making the auto thing work again. He has helped us now and yea.

Subject: Westwood Online Planned Outage
Posted by snipesimo on Tue, 15 Feb 2005 02:22:55 GMT
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I was the one who got in direct contact with Richard and requested that he fixed the serial service, and he did. This is not the first time he has helped us out in a big way, thanks a lot Richard.

Subject: Westwood Online Planned Outage
Posted by Majiin Vegeta on Tue, 15 Feb 2005 21:28:57 GMT
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They fixed that 10 second log in time yet ?

nice to see someone from EA is actually keeping us updated

thank you

Subject: Westwood Online Planned Outage
Posted by Buavey on Wed, 16 Feb 2005 02:14:55 GMT
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Its nice to see that Someone at EA still cares about the C&C Community! Thank You Richard! If only EA knew about the dedicated fans of one of the best game franchises ever!

Subject: Westwood Online Planned Outage
Posted by Xtrm2Matt on Wed, 16 Feb 2005 13:05:27 GMT
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BuaveyIf only EA knew about the dedicated fans of one of the best game franchises ever!

Dam right! But we wouldn't want EA buying VALVe and CSS now would we?

...

Subject: When?
Posted by Yuri on Wed, 16 Feb 2005 17:18:49 GMT

Thanks for your kind words, really, I do appreciate them. I would like to reiterate that I am just the notifier. I am in no way a data base admin or network admin. I just light the fires.

To that end. When exactly did you guys start noticing the servers not connecting people to the games?

Subject: Westwood Online Planned Outage
Posted by Creed3020 on Wed, 16 Feb 2005 20:50:05 GMT

My server first had issues at 12:09:12 PM on February 9th (in the afternoon)

Quote:[12:05] No players
[12:06] No players
[12:06] No players
[12:07] No players
[12:07] No players
[12:08] No players
[12:08] No players
[12:09] No players
[12:09] *** Auto starting game. Type 'quit' to abort ***
[12:09] Initializing Westwood Online Mode
[12:10] Failed to log in, retrying
[12:10] Logging on....
[12:10] Got server list
[12:10] Logging onto USA Server
[12:10] Error - Your nickname is already in use.
[12:10] Failed to log in, retrying
[12:10] Logging on....
[12:10] Logging onto USA Server
[12:11] Failed to log in, retrying
[12:11] Logging on....
[12:11] Logging onto USA Server
[12:11] Failed to log in, retrying
[12:11] Logging on....
[12:11] Logging onto USA Server
[12:12] Failed to log in, retrying
[12:12] Logging on....
[12:12] Logging onto USA Server
[12:12] Logged on OK
[12:12] Applying server settings
[12:12] Creating game channel...
[12:12] Failed to create channel
[12:12] Retrying channel create
[12:12] Creating game channel...

[12:12] Failed to create channel
[12:12] Retrying channel create
[12:12] Creating game channel...
[12:12] Failed to create channel
[12:12] Retrying channel create
[12:12] Creating game channel...

Subject: Re: When?
Posted by PermaGrin on Wed, 16 Feb 2005 20:59:45 GMT
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YuriTo that end. When exactly did you guys start noticing the servers not connecting people to the games?

Dont know if this is true of it will even help you. I found this on a clansite for Tiberian Sun. This a direct quote from the site, not my words.

2/11/2005 6:03:38 PM

I have information from a trusting source that a person by the name of "zoofreakz" or something like that is primarly responsable for hacking the server, along with 3 others. Though my source, I have indeed obtained zoofreakz's AIM name, and confirmed this information myself. He did it so that his server, the one we are all playing on now, would be the only server that tiberian sun is played on, He himself is just a pawn in this sick, twisted scheme. I asked him a question to which he had no reply, "If you hacked the WW server and people don't know how to connect to yours, how are they supposed to play". He has reported that he is very sorry and realized the mistakes he has made. He says he is trying to correct them, but so far, he has not tried.

I think his server goes by the name XWCIS.

Subject: Westwood Online Planned Outage
Posted by NHJ BV on Wed, 16 Feb 2005 21:16:48 GMT
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WESTWOOD LIVES

Subject: Re: When?
Posted by Dave Mason on Wed, 16 Feb 2005 22:20:20 GMT
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PermaGrinYuriTo that end. When exactly did you guys start noticing the servers not connecting people to the games?

Dont know if this is true of it will even help you. I found this on a clansite for Tiberian Sun. This a

---

direct quote from the site, not my words.

2/11/2005 6:03:38 PM

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I think his server goes by the name XWCIS.

/me updates list of bastards.

Subject: Westwood Online Planned Outage
Posted by PointlessAmbler on Thu, 17 Feb 2005 05:15:15 GMT
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Thanks, Richard.

Subject: Re: Westwood Online Planned Outage
Posted by Brutus on Fri, 18 Feb 2005 18:07:54 GMT
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YuriWe are currently looking into the outage issue.

Richard A.

Westwood

Wha, wha, wha?! How can you be from Westwood when Westwood no longer exists?

Subject: Westwood Online Planned Outage
Posted by Nightma12 on Fri, 18 Feb 2005 18:18:45 GMT
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hes from EA