
Subject: "Failed to receive a list of available master servers."
Posted by [=HT=KooLKat](#) on Sun, 21 Jan 2007 13:31:21 GMT
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I installed Renguard a few weeks ago on my new computer (didn't have it on my old one as it caused my computer to completely lock up forcing a manual restart each time).

And at fist it worked, I was able to go into servers without being forcerg'd.

However, I now receive this error message:

And yes, my internet connection is working.

I would be greatful for any help/or if this problem has been resolved before, my apologies, a link to the topic would be great

This is especially important now the RA and Jelly are merging; I want to play on the other Jelly servers (i.e I'll need RG basically). Crimson made a post on RA saying to post here with any problems with RG, so here you go.

Subject: Re: "Failed to receive a list of available master servers."
Posted by [Goztow](#) on Sun, 21 Jan 2007 13:50:12 GMT
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<http://www.renegadecommunity.com/page.php?link=rgfaq#7>

This is the best I can do at this moment. We need more info if this doesn't help u out.

Subject: Re: "Failed to receive a list of available master servers."
Posted by [=HT=KooLKat](#) on Sun, 21 Jan 2007 18:34:16 GMT
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Checked my firewall exceptions, and Renegade is on there (twice infact).

Not sure what else there is to say mainly because the error just happened apparantly for no reason: i.e I haven't changed anything to do with my internet connection and I haven't added/removed anything from my Renegade folder. It worked fine a few weeks ago, but all of a sudden it gave me the error message, I haven't even installed anything since the installation of RenGuard.

I have hit repair on my wireless connection, cleared the DNS cache, etc.

Just to make sure, I turned off both the firewall and anti virus and still no go.

I'll do a spyware/virus scan to be on the safe side later today.

If there is any other information that you require please specify

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Ryu](#) on Tue, 23 Jan 2007 03:42:15 GMT

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Windows Firewall is a sneaky bugger, Try seeing if Renegade and RenGuard are in Windows firewall Allow list.

If you use Windows Firewall, My bad.

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Ox90](#) on Tue, 23 Jan 2007 10:49:28 GMT

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i never knew that you have to allow `_outgoing_` connections in your windows firewall...

oh but then again, im (of course) not using it

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Ryu](#) on Tue, 23 Jan 2007 15:14:31 GMT

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Umm, I've never used it myself, I just took a random Guess.

Subject: Re: "Failed to receive a list of available master servers."

Posted by [=HT=KooLKat](#) on Tue, 23 Jan 2007 17:07:42 GMT

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I already tried running RG with no firewall and anti virus on and I still receive the error message.

.... I guess I will not be able to play on the Jelly servers (well, apart from the very soon-to-be Ren-Archive/Jelly ones)

Subject: Re: "Failed to receive a list of available master servers."

Posted by [=HT=KooLKat](#) on Tue, 23 Jan 2007 20:42:40 GMT

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Yay I have found the problem!

OK, I was looking at the Processes tab on Windows Task Manager (ctrl+alt+del) for any un-needed processes which all good gamers do/should do.... and I came accross a process called "rlvknlg.exe" which was under my name.

It looked suspicious, so I googled it and found out that it was adware. I had to find the installation path though as ending the process didn't do anything (i.e it kept coming back).

So yeh, after un-installing it Ren-Guard now works as it should do which is good news :-D

Subject: Re: "Failed to receive a list of available master servers."

Posted by [CarrierII](#) on Tue, 23 Jan 2007 20:47:46 GMT

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Can you link us to the site that said it was adware? And why would that do what it did?

Subject: Re: "Failed to receive a list of available master servers."

Posted by [=HT=KooLKat](#) on Tue, 23 Jan 2007 21:09:26 GMT

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CarrierII wrote on Tue, 23 January 2007 14:47Can you link us to the site that said it was adware? And why would that do what it did?

Sure, the site is www.google.com and the link I clicked on was this one:
<http://www.liutilities.com/products/wintasksp/processlibrary/rlvknlg/>

As to why it prevented me from connecting to Ren-Guard I have no idea, maybe it used the same port or something to do with that?

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Ryu](#) on Tue, 23 Jan 2007 21:17:56 GMT

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RenGuard 1.04 will be released very soon. It should work on every computer promised bug free. Just a lil' more of a wait!

Subject: Re: "Failed to receive a list of available master servers."

Posted by [gmoney375](#) on Thu, 25 Jan 2007 20:19:39 GMT

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hey i have had the same problem were it failed to recieve the master servers. and i dont know how to uninstall the .exe thing, i found in the system32 folder and tried to delete , but it says i dint have the authority or something like that,(and i am on a admin account) but please help....=)

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Goztow](#) on Fri, 26 Jan 2007 07:27:38 GMT

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My first google result: <http://forums.spywareinfo.com/lofiversion/index.php/t60787.html>

Read the 2nd post.

Subject: Re: "Failed to receive a list of available master servers."

Posted by [gmoney375](#) on Sat, 27 Jan 2007 05:32:46 GMT

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i didnt understand a single word they were talking about, hijack this and hijack that.....im a retard when it comes to computers, now could you just tell me how to delete that bugger

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Goztow](#) on Sat, 27 Jan 2007 10:07:13 GMT

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I told you to read the 2nd post.

Subject: Re: "Failed to receive a list of available master servers."

Posted by [=HT=KoolKat](#) on Sat, 27 Jan 2007 12:34:25 GMT

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gmoney375 wrote on Thu, 25 January 2007 14:19hey i have had the same problem were it failed to recieve the master servers. and i dont know how to uninstall the .exe thing, i found in the system32 folder and tried to delete , but it says i dint have the authority or something like that,(and i am on a admin account) but please help....=)

Hi there, the reason it won't let you delete it is probably because the process is still running (if you end it it wil restart). So.... (what I done anyway) is go to the start menu -> then click on the Control Panel -> Then click "add/Remove Programs" -> Then scroll down and find the program (i.e in my case it was "Relevant Knowledge" and click "Remove"

If you need more help on how to do it, make a post saying so, and I'll take some screenies. If that doesn't work and/or the program is not on the list, make a post saying so, and I'll guide you through a different way (well, try to anyways).

Hope it helps

Subject: Re: "Failed to receive a list of available master servers."

Posted by [gmoney375](#) on Sat, 27 Jan 2007 18:28:43 GMT

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thanks a lot, i thought id never have renguard again! yall both helped a lot, my renguard worked right after i uninstalled it from the add/remove prgrams thingy, i dont know how that would effect the renguard, dont bother telling me i dont really care.....thanks again =)

EDIT:

ok, new problem, when i get into a server it closes renegade and says im cheating cause there is a game.exe corrupted file, how do i get rid of that??

Subject: Re: "Failed to receive a list of available master servers."

Posted by [cmatt42](#) on Sat, 27 Jan 2007 19:04:06 GMT

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You clicked "Renegade" too quickly. Wait a few more seconds then launch Renegade.

Subject: Re: "Failed to receive a list of available master servers."

Posted by [=HT=KooLKat](#) on Sat, 27 Jan 2007 19:24:03 GMT

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gmoney375 wrote on Sat, 27 January 2007 12:28EDIT:

ok, new problem, when i get into a server it closes renegade and says im cheating cause there is a game.exe corrupted file, how do i get rid of that??

Glad to help, and this is very interesting as you've had the exact same problem as me! Renguard also said that my game.exe was corrupted/bad file and it disconnected cause of "cheating"

Like waht cmatt42 said, wait a bit, I just closed down Renguard, then opened it back up again and it worked fine

Subject: Re: "Failed to receive a list of available master servers."

Posted by [Quackpunk](#) on Sun, 03 May 2009 02:27:21 GMT

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Sorry to bring up an old topic, but this question does not seem to have a solid answer and I was wondering if someone has come up with a solution yet, as I do not have adware running in my task manager processes.

Thanks

Subject: Re: "Failed to receive a list of available master servers."

Posted by [CarrierII](#) on Sun, 10 May 2009 13:24:54 GMT

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Ensure RG is not blocked on any firewall software you may have.

Also, RG is entirely non-compatible with x64 operating systems.
