Subject: Renguard Connection problem
Posted by kannies on Sun, 31 Jan 2010 20:49:59 GMT
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Hi,

I recently moved house. My re-guard used to work fine before but since I moved, when I attempt to start renegade using game.exe, the renguard Window appears, then 17 seconds later I get the message:

Failed to receive list of available servers. Check your internet connection.

I read the FAQ. There is no software firewall restricting me as it worked at my old house on the same computer.
My Internet router, it blocks pings from the net and has an option to prevent DOS and port scans. I'd rather leave these on tbh or at least only allow ports which renguard requires.

Can anyone advise please?

Thanks in advance

Subject: Re: Renguard Connection problem
Posted by Sean on Thu, 04 Feb 2010 22:10:07 GMT
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If you have a firewall, check if it is not blocking game.exe. Also check if Windows firewall is on.

If that fails, then I suggest a full reinstall, as I don't really know what's wrong. Most likely its to do with your connection and/or firewall tho.

Edit: Jus also thought, if you use a router then make sure that game.exe is added to exceptions, or make sure that the router isn't blocking the ports.

Hope this helps.

Subject: Re: Renguard Connection problem
Posted by kannies on Sun, 07 Feb 2010 14:56:45 GMT
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Hi Azazel, Thanks for the reply.

I've tried this a couple of times since I created the post. One time I actually connected and logged on. And I logged on just now fine.

Then I tried a couple of times in the week and it failed (same error).
This confirms that the issue is intermittent.

I've ruled out my PC as im confident there is no issue there but i'm certain there is a network problem somewhere either with my DSL router (shared by 5 other people) or possibly an ISP issue.

When it happens again im going to post a packet capture for anyone whos technical to see whats going on.

Subject: Re: Renguard Connection problem
Posted by kannies on Mon, 08 Feb 2010 19:33:13 GMT
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Tried again today and it failed, this time after 20 seconds.
below is a screenshot of the connection attempt. My IP (192.168.0.31) is Natted so no1 pwns my connection

I've attached the original pcap file capture, though you need Wireshark or similar software to interpret it.

Can anyone suggest what I should do? The communication seems to happen between my PC and the Renguard server.
Also I haven't changed anything since yesterday when it was working.

File Attachments
1) Renguard_connection.PNG, downloaded 846 times

Renguard_connection_attempt.pcap - Wireshark

File Edit View Go Capture Analyze Statistics Help

Filter: [   ] ▼ Expression... Clear Apply

No. ▴	Time	Source	Destination	Protocol	Info
1	0.000000	192.168.0.31	213.131.252.251	TCP	mesavistaco > http [S
2	0.063134	213.131.252.251	192.168.0.31	TCP	http > mesavistaco [S
3	0.064042	192.168.0.31	213.131.252.251	TCP	mesavistaco > http [A
4	0.064244	192.168.0.31	213.131.252.251	HTTP	GET /renguard/index.b
5	0.118307	213.131.252.251	192.168.0.31	TCP	http > mesavistaco [A
6	0.122949	213.131.252.251	192.168.0.31	HTTP	HTTP/1.1 301 Moved Pe
7	0.137009	192.168.0.31	213.131.252.251	TCP	servergraph > http [S
8	0.198490	213.131.252.251	192.168.0.31	TCP	http > servergraph [S
9	0.199954	192.168.0.31	213.131.252.251	TCP	servergraph > http [A
10	0.200086	192.168.0.31	213.131.252.251	HTTP	GET /renguard/index.b
11	0.263024	213.131.252.251	192.168.0.31	TCP	http > servergraph [A
12	0.268386	213.131.252.251	192.168.0.31	HTTP	HTTP/1.1 200 OK (app
13	0.300534	192.168.0.31	213.131.252.251	TCP	mesavistaco > http [A
14	0.301669	192.168.0.31	192.41.60.10	TCP	q55-pcc > http [SYN]
15	0.516505	192.41.60.10	192.168.0.31	TCP	http > q55-pcc [SYN,
16	0.518643	192.168.0.31	192.41.60.10	TCP	q55-pcc > http [ACK]
17	0.518786	192.168.0.31	192.41.60.10	HTTP	GET /index.bin HTTP/1
18	0.524997	192.168.0.31	213.131.252.251	TCP	servergraph > http [A
19	0.731157	192.41.60.10	192.168.0.31	TCP	http > q55-pcc [ACK]
20	3.519377	192.41.60.10	192.168.0.31	TCP	[TCP segment of a rea
21	3.520472	192.41.60.10	192.168.0.31	HTTP	HTTP/1.0 200 OK (app
22	3.521283	192.168.0.31	192.41.60.10	TCP	q55-pcc > http [ACK]
23	3.522442	192.168.0.31	192.41.60.10	TCP	q55-pcc > http [FIN,
24	3.738480	192.41.60.10	192.168.0.31	TCP	http > q55-pcc [ACK]
25	5.062317	Netgear_fe:20:1e	Cisco-Li_94:ab:88	ARP	who has 192.168.0.31?
26	5.062855	Cisco-Li_94:ab:88	Netgear_fe:20:1e	ARP	192.168.0.31 is at 00
27	5.126318	213.131.252.251	192.168.0.31	TCP	http > mesavistaco [F
28	5.127328	192.168.0.31	213.131.252.251	TCP	mesavistaco > http [A
29	5.286898	213.131.252.251	192.168.0.31	TCP	http > servergraph [F
30	5.287223	192.168.0.31	213.131.252.251	TCP	servergraph > http [A
31	6.377909	72.44.62.238	192.168.0.31	TLSv1	Encrypted Alert
32	8.535479	192.168.0.31	213.131.252.251	TCP	servergraph > http [F
33	8.537469	192.168.0.31	213.131.252.251	TCP	mesavistaco > http [F
34	8.623350	213.131.252.251	192.168.0.31	TCP	http > servergraph [A
35	8.626283	213.131.252.251	192.168.0.31	TCP	http > mesavistaco [A

⊞ Frame 11 (54 bytes on wire, 54 bytes captured)
⊞ Ethernet II, Src: Netgear_fe:20:1e (00:1e:2a:fe:20:1e), Dst: Cisco-Li_94:ab:88 (00:12:17:94:
⊟ Internet Protocol, Src: 213.131.252.251 (213.131.252.251), Dst: 192.168.0.31 (192.168.0.31)
    Version: 4
    Header length: 20 bytes

```
0000  00 12 17 94 ab 88 00 1e  2a fe 20 1e 08 00 45 00   ........ *. ...E.
0010  00 28 d3 d0 40 00 35 06  de b8 d5 83 fc fb c0 a8   .(..@.5. ........
0020  00 1f 00 50 04 e3 fd 9c  c5 6a d8 75 51 d2 50 10   ...P.... .j.uQ.P.
0030  19 20 10 eb 00 00                                  . ....
```

File: "C:\Documents and Settings\Kevin\Desktop\Renguard connection attempt.pcap" 4094 Bytes 00:... | Packets: 35 Displayed: 35 Marked: 0

2) Renguard_connection_attempt.pcap, downloaded 336 times

Subject: Re: Renguard Connection problem
Posted by kannies on Mon, 08 Feb 2010 19:35:46 GMT

I guess what i'll do next is a similar capture again when it decides to work and see how it differs.