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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/fixd 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.

Post your opinions

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Subject: EA's Response to WOL problems  
Posted by [IRON FART](#) on Wed, 11 Feb 2004 23:13:39 GMT  
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I'll give my opinion when they reply.....

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Subject: EA's Response to WOL problems  
Posted by [Majiin Vegeta](#) on Wed, 11 Feb 2004 23:25:45 GMT

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i never got a reply when i emailed them

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Subject: EA's Response to WOL problems  
Posted by [rm5248](#) on Wed, 11 Feb 2004 23:52:21 GMT

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Response (Box Richard A.) - 02/09/2004 05:30 PM  
Hello

Thank you for contacting me. Thank you for contacting us about the Renegade website. We have let our network technicians know about this. Unfortunately I do not have an ETA on when or if they will be returning. Keep you eye on the Westwood website as more than likely news will be posted there.

We have also been trying to make the servers more stable. I apologize for all of the inconveniences you have experienced.

Thank you for contacting Electronic Arts Online Support and please feel free to respond if any of the suggestions I made do not work,

Richard A.  
EA Technical Support

Renegade site- I of course e-mailed them MONTHS ago about this, they said the same thing. They've never fixed it.

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Subject: EA's Response to WOL problems  
Posted by [Creed3020](#) on Thu, 12 Feb 2004 01:11:49 GMT

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EA is still chasing it's tail...

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Subject: EA's Response to WOL problems  
Posted by [Jelly](#) on Thu, 12 Feb 2004 03:54:46 GMT

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You should have thrown in how their all so fuckin lazy about the cheaters I'm sure 1 good patch would have stopped them.

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Subject: EA's Response to WOL problems  
Posted by [dal11](#) on Thu, 12 Feb 2004 18:10:12 GMT  
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The game is unsupported so no patches, wait for rengaard. As for the problems I emailed them also and they must have an auto response or what to type in cause my reply was nearly identical.

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Subject: EA's Response to WOL problems  
Posted by [snipesimo](#) on Thu, 12 Feb 2004 20:05:18 GMT  
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From my experiences with good ol' Peter, he is just a fluff guy to reply to these emails. Its like a camdied way of ignoring you. I will respond asking him how they intend to fix it if they fired the WS maker of WOL.

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