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Subject: FDS License Keys Available from EA  
Posted by [DaMax](#) on Tue, 13 Apr 2004 15:03:29 GMT  
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UPDATE May 1, 2004

As per here, Richard A. requested that future contacts for FDS license keys are put through <http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/ask.php?>. Thanks to Richard for his great work.

\*\*\*\*\*

Hello all,

I am writing to inform you that FDS license keys for C&C Renegade can be obtained from Electronic Arts as of April 13, 2004.

I started up by visiting the website to register the FDS key for my WOL username, didn't receive the e-mail with the key, and started communicating with EA Technical Support. As you can see below, it took a while to get the right person, but once that was accomplished, I received the number.

I dedicate this number to TwAKatie for her excellent work for the Renegade community. Katie, please PM me any time, this number is yours.

Regards,  
Max.

\*\*\*\*\*

-----Original Message-----

From: Support31 [mailto:Support31@ea.com]

Sent: Tuesday, April 13, 2004 3:45 PM

To: [erased by MaxPepper]

Subject: FDS number

Hello

Thank you for contacting me. Your FDS number is [22 digit number, erased by MaxPepper]

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

\*\*\*\*\*

Customer 04/13/2004 08:24 AM

Dear Richard,

thank you very much for your reply. Here is the requested information:

Westwood Online Username: [erased by MaxPepper]

Password: [erased by MaxPepper]

E-Mail: [erased by MaxPepper]

Regards,

[erased by MaxPepper]

Response (Box Richard A.) 04/13/2004 08:17 AM

Hello

Thank you for contacting me. We are still looking into this issue. The server used to send out these email is functioning. However some people have not received their numbers.

Make sure your email account is not blocking any emails from YourRenegadeFDSSerial@westwood.com. Also, try creating a Westwood account with a different email address.

There is a chance I can get your number. Go ahead and give me your email address and the logins used of one of the accounts you tried to get a number for. I will have to manually request it. Once I have a serial number I will be emailing it to you. This could take as many as 4 days to process.

Richard A.  
EA Technical Support

Customer 04/12/2004 01:07 PM

Well, unfortunately this help section is the one that is indicated to handle arising issues. I understand that this is a very tricky issue, but if you are not connected to the Dedicated server program through Westwood online, who is? And if you as the indicated help center cannot provide the serial number, who can? I would greatly appreciate if you could review this problem further, escalate it if necessary, and find me that license key.

Response (Box Alex I.) 04/11/2004 06:33 PM

Sorry, but technical support is not connected to the Dedicated server program through Westwood online. There is not much I can do from this end. I would suggest going through any help or FAQ's they have listed on the sight about setting up the server.

Customer 04/11/2004 01:25 PM

Thank you very much for your reply. Here is what I am referring to:

To set up a free C&C Renegade dedicated server, one is supposed to go to the following website:

<http://renegadeserver.westwood.com/RenegadeFdsReg/index.jsp>

There I enter a Westwood Online User ID and password, and on the following page I can request that a license key is sent to the e-mail address associated with the Westwood Online User ID. The problem is that I have not received the license key for the Renegade Dedicated Server. Perhaps you can look it up and send it to me?

Response (Box Alex I.) 04/11/2004 01:10 PM

Hello,

Thank you for contacting EA Technical Support. We will be happy to provide you help with the troubles and concerns you have.

I do not believe you need a Serial number to run a Dedicated server. I am not sure exactly what you are asking for.

Auto-Response (Box Alex I.) 04/10/2004 08:41 PM

Title: How to setup a Dedicated server & Dedicated server information for C&C Renegade.

Link:

[http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std\\_adp.php?p\\_faqid=3066&p\\_created=1014678495](http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std_adp.php?p_faqid=3066&p_created=1014678495)

Title: Why do I get an error about my version of Westwood online being incompatible?

Link:

[http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std\\_adp.php?p\\_faqid=1343&p\\_created=987458448](http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std_adp.php?p_faqid=1343&p_created=987458448)

Title: C&C support library error

Link:

[http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std\\_adp.php?p\\_faqid=9079&p\\_created=1036186130](http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std_adp.php?p_faqid=9079&p_created=1036186130)

Title: Why does C&C Renegade crash to desktop when I exit a multiplayer game? Why do t

Link:

[http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std\\_adp.php?p\\_faqid=2839&p\\_created=1010612801](http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std_adp.php?p_faqid=2839&p_created=1010612801)

Link:

[http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std\\_adp.php?p\\_faqid=3071&p\\_created=1014681236](http://eatech.custhelp.com/cgi-bin/eatech.cfg/php/enduser/std_adp.php?p_faqid=3071&p_created=1014681236)

Customer 04/10/2004 08:41 PM

Hello,

I registered a C&C Renegade dedicated server license key for the Westwood Online username [erased by MaxPepper]. Unfortunately I have not received the e-mail with the actual license key. Is it possible to send me the license key?

I greatly appreciate your support.

Regards,

[erased by MaxPepper][url]

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Subject: FDS License Keys Available from EA  
Posted by [Deactivated](#) on Tue, 13 Apr 2004 16:06:23 GMT  
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Somehow I feel skeptical...  
It's been like this for a longer time.

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Subject: FDS License Keys Available from EA  
Posted by [Crimson](#) on Tue, 13 Apr 2004 16:32:33 GMT  
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I sent that dude an email -- we'll see what happens.

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Subject: FDS License Keys Available from EA  
Posted by [DaMax](#) on Tue, 13 Apr 2004 16:44:39 GMT  
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I guess there is no good way to prove my previous post, for what it's worth, I installed an FDS on my computer now with the info I received today. As expected, it required WOL user ID, password, and serial, and when all was done, this is what I got:

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Subject: FDS License Keys Available from EA  
Posted by [Hex](#) on Tue, 13 Apr 2004 18:48:33 GMT  
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I emailed him and got this,

Quote:

Hello

Thank you for contacting me. There is a chance I can get your number. I will have to manually request it. Once I have a serial number I will be emailing it to you. This could take as many as 4 days to process.

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

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Subject: FDS License Keys Available from EA  
Posted by [Deactivated](#) on Tue, 13 Apr 2004 19:12:26 GMT  
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Subject: FDS License Keys Available from EA  
Posted by [snipesimo](#) on Tue, 13 Apr 2004 19:26:30 GMT  
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I did this a while ago, and posted it too.

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Subject: FDS License Keys Available from EA  
Posted by [rm5248](#) on Tue, 13 Apr 2004 19:44:47 GMT  
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Is it just me or is the only tech support guy Richard A.?

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Subject: FDS License Keys Available from EA  
Posted by [Homey](#) on Tue, 13 Apr 2004 20:20:53 GMT  
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^ he's probably the only one that isnt a heartless prick

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Subject: FDS License Keys Available from EA  
Posted by [kawolsky](#) on Tue, 13 Apr 2004 20:21:15 GMT  
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:rolleyes:

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Subject: FDS License Keys Available from EA  
Posted by [Crimson](#) on Tue, 13 Apr 2004 20:36:04 GMT  
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I got a reply, too... I just had to give him the email addresses that I had regged with.

Now I await my serials, I hope.

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Subject: FDS License Keys Available from EA  
Posted by [Xtrm2Matt](#) on Tue, 13 Apr 2004 20:45:07 GMT  
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Seem's so.. he's a nice guy!

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Subject: FDS License Keys Available from EA  
Posted by [Nightma12](#) on Tue, 13 Apr 2004 20:50:02 GMT  
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MaxPepperI guess there is no good way to prove my previous post, for what it's worth, I installed an FDS on my computer now with the info I received today. As expected, it required WOL user ID, password, and serial, and when all was done, this is what I got:

eh? since when does the fds go

Got Server Pings

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Subject: FDS License Keys Available from EA  
Posted by [Creed3020](#) on Tue, 13 Apr 2004 20:58:59 GMT  
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Ya that is a line I do not recognize and I've been running FDS's for a while...

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Subject: FDS License Keys Available from EA  
Posted by [Hulkcore](#) on Tue, 13 Apr 2004 21:00:25 GMT  
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I did the same thing and got one too. It's for real. Finally some sort of support from EA!

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Subject: FDS License Keys Available from EA  
Posted by [DaMax](#) on Tue, 13 Apr 2004 21:04:38 GMT  
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Hi Nightma14, hi Creed3020,

sorry, but I cannot help you there. I downloaded the FDS from the original Westwood Renegade website about 1 or 2 years ago, I don't really remember when. It had to do with Westwood Online being offline for a couple of days, so I thought I better grab what I can, just to make sure. When I recently read in the forum that this FDS actually needs a license key and it can no longer be obtained, I thought I give it a good try. But to come back to your question, I actually never ran the FDS before today, so I don't know what it says. I just scanned the Whitepaper from EA and installed it to make sure the license key works. So whatever it says there was preconfigured in the FDS package.

Happy licensing,

Max.

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Subject: FDS License Keys Available from EA  
Posted by [Crimson](#) on Tue, 13 Apr 2004 21:14:38 GMT  
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It's because you set "USA" as your login server, so it doesn't have to ping Europe and Pacific, etc to see which is the fastest.

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Subject: FDS License Keys Available from EA  
Posted by [almor999](#) on Tue, 13 Apr 2004 22:01:34 GMT  
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Can you still download the FDS program?

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Subject: FDS License Keys Available from EA  
Posted by [xptek\\_disabled](#) on Tue, 13 Apr 2004 22:04:16 GMT  
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Yes, <http://ftp.westwood.com>

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Subject: FDS License Keys Available from EA  
Posted by [almor999](#) on Tue, 13 Apr 2004 22:41:50 GMT  
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Thx, I've been looking for that.

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Subject: FDS License Keys Available from EA  
Posted by [sniper12345](#) on Wed, 14 Apr 2004 13:24:40 GMT  
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Go Alkaline, go go go!

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Subject: FDS License Keys Available from EA  
Posted by [drunkill](#) on Sun, 18 Apr 2004 05:57:03 GMT  
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wow, now we need to send him an email, asking whats wrong with Wol?  
because other EA servises work, like battlefield, that still works, without going down once a month for a few days at a time.

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