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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Thu, 05 May 2005 22:29:59 GMT

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I was trying to connect to the Renguard network to join our public clan server (NE Public Warzone), but Renguard gave me this error message:

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

My internet was up at the time and no firewalls were up, except the router I use. That's never given me any problems before though. First time I've seen this message, so I'm not exactly sure what I should do.

If anyone has any suggestions and/or seen this error message before, any help would be appreciated.

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Subject: Renguard error- Any suggestions?

Posted by [Crimson](#) on Thu, 05 May 2005 22:50:58 GMT

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Are you still getting the error?

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Thu, 05 May 2005 23:16:58 GMT

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Yeah. I've tried it a good 12-15 times now and still no success.

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Subject: Renguard error- Any suggestions?

Posted by [cmatt42](#) on Fri, 06 May 2005 00:03:10 GMT

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Give it a good old reboot, and try again.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Fri, 06 May 2005 22:50:48 GMT

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I've already tried rebooting my computer, Renguard (numerous times), deleting and re-installing Renguard, and rebooting my router. Still have no access to the Renguard network.

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Subject: Renguard error- Any suggestions?  
Posted by [cmatt42](#) on Sat, 07 May 2005 02:40:28 GMT  
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It may be some settings in your router that have been recently changed. Try directly connecting to your modem and try it.

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Subject: Renguard error- Any suggestions?  
Posted by [\[NE\]Shockwave\[HS\]](#) on Sun, 08 May 2005 17:53:04 GMT  
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Guess it's worth a shot

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Subject: Renguard error- Any suggestions?  
Posted by [\[NE\]Shockwave\[HS\]](#) on Sun, 08 May 2005 21:42:04 GMT  
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I tried directly connecting, only problem is that i get NO connection...which is odd.....so I guess that's out.

Has ANYONE had this problem before?

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Subject: Renguard error- Any suggestions?  
Posted by [TD](#) on Sun, 08 May 2005 21:53:20 GMT  
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Try reinstalling Renegade instead, backup any skins/maps you have, then delete whole WESTWOOD\RENEGADE folder.

Install Renegade again, try a different directory, like C:\Renegade, also reinstall westwood internet components.

When done, update your game (by going to westwood online ingame), add your maps/skins and stuff back. Now login by using your nickname and pass and SAVE that nickname.

Reboot your PC and try and see if Renguard works now. Good luck.

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Subject: Renguard error- Any suggestions?  
Posted by [flyingfox](#) on Sun, 08 May 2005 22:16:24 GMT  
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There must be a better solution than reinstalling the game....it seems kind of redundant telling

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everyone that, when there is probably a quick and easy solution to the problem.

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Subject: Renguard error- Any suggestions?

Posted by [cmatt42](#) on Mon, 09 May 2005 18:00:40 GMT

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To tell you the truth, that sounds like the quick and easy solution... Reinstall in a few minutes, or wait for a few days until we either a) Tell you to reinstall or b) Tell you a solution we happen to find.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Mon, 09 May 2005 22:23:32 GMT

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I'll give that a shot, see if it works.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Tue, 10 May 2005 00:32:25 GMT

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I re-installed Renegade from scratch and re-located map files I had, but it still didn't work. Now it won't even let me download CP1 again now. Gives me some test8 error message.

I don't get it, I've used Renguard with minimal problems, then this crap shows up.

The ONLY change i can think of that dealt with my internet would be that we got rid of our VoIP phone service through Lingo.....other than that, nothing else has changed to my knowledge. That's just pulling a couple cables and make sure everything is connected.

Hopefully you guys can come up with something

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Tue, 10 May 2005 00:39:55 GMT

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Ignore the part about the test8 and CP1, I've dealt and fixed that. Everything else remains the same.

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Subject: Renguard error- Any suggestions?

Posted by [TD](#) on Tue, 10 May 2005 06:07:47 GMT

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Hmm, did you do it THIS way:

Uninstall CP and renguard

Backup Ren maps and skins

Uninstall westwood shared internet components and then renegade itself

Delete it's full folder

Reboot

Reinstall Renegade with components

update

add your stuff to data folder

reboot

start renegade

IF you did, then we have to delete the entries of renguard and renegade manually before you start reinstalling.

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Subject: Renguard error- Any suggestions?

Posted by [mac](#) on Tue, 10 May 2005 06:09:19 GMT

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That message means RenGuard can't get a connection to the internet so it quits. No reinstalling etc is going to help with that, you need to configure your computer/firewall that RenGuard can connect to the internet.

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Subject: Renguard error- Any suggestions?

Posted by [TD](#) on Tue, 10 May 2005 07:56:06 GMT

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That is right but he said it also happens with his firewall OFF. Hmm

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Subject: Renguard error- Any suggestions?

Posted by [mac](#) on Tue, 10 May 2005 08:05:22 GMT

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For example, Norton products do not work properly with RenGuard. Even when having them disabled but still active blocks RenGuard

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Subject: Renguard error- Any suggestions?  
Posted by [WNxCABAL](#) on Tue, 10 May 2005 08:25:29 GMT  
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My Norton works perfectly fine (without any configuration) with Renguard.  
I run Norton Internet Security 2002 w/ Firewall & Antivirus.

I run Norton on my laptop & PC.  
The PC(host) is networked to my Laptop(client) to share the internet connection.

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Subject: Renguard error- Any suggestions?  
Posted by [mac](#) on Tue, 10 May 2005 08:34:43 GMT  
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I heard reports of Norton not working properly with RenGuard.

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Subject: Renguard error- Any suggestions?  
Posted by [JPNOD](#) on Tue, 10 May 2005 12:30:06 GMT  
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This is definitely a Firewall forwarding issue.

Last time when i formatted my pc. I tried to go on Renguard and it said the same error. I was like WTF internet is on. But i forgot that the first time i installed renguard i opend the ports( added the exe).

So check your harware firewall. too usaly typ something like ://10.20.1 there u can configure it.

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Subject: Renguard error- Any suggestions?  
Posted by [Kanezor](#) on Tue, 10 May 2005 20:07:08 GMT  
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My Norton AntiVirus 2005 also works just fine with RenGuard.

Shockwave, what firewall do you run? What router are you behind?

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Subject: Renguard error- Any suggestions?

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Posted by [\[NE\]Shockwave\[HS\]](#) on Tue, 10 May 2005 23:07:47 GMT

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macThat message means RenGuard can't get a connection to the internet so it quits. No reinstalling etc is going to help with that, you need to configure your computer/firewall that RenGuard can connect to the internet.

What ports do you need to have open in order for Renguard to work? I have 4848 open, but that didnt seem to work.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Tue, 10 May 2005 23:10:09 GMT

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KanezorMy Norton AntiVirus 2005 also works just fine with RenGuard.

Shockwave, what firewall do you run? What router are you behind?

The 2 firewalls that could be activated on my computer would be the built-in XP firewall and something called EZ Firewall, i believe that comes free with RoadRunner (my isp). For my router, it's a D-Link DI-604.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Wed, 11 May 2005 00:36:59 GMT

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macFor example, Norton products do not work properly with RenGuard. Even when having them disabled but still active blocks RenGuard

I think I've ruled out the possibility of ANY utility software interference. I deleted both the EZ Antivirus and firewall then tried to connect to Renguard. Still did not work. And that was also when it ocured on a direct connection without my router.

I don't believe it is a firewall issue anymore because of those reasons.

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Subject: Renguard error- Any suggestions?

Posted by [mac](#) on Wed, 11 May 2005 06:00:58 GMT

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RenGuard needs port 80 and port 6300 outgoing

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Subject: Renguard error- Any suggestions?

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Posted by [\[NE\]Shockwave\[HS\]](#) on Thu, 12 May 2005 18:18:46 GMT

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I guess I could try opening up those ports, cept my concern is that it wont do anything since I still tried to load up Renguard with my firewall and antivirus software un-installed. But.....I don't have any other solutions, so I'll take anything I can get at this point. Probably be Sunday evening before I can start messing around with it.

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Subject: Renguard error- Any suggestions?

Posted by [\[NE\]Shockwave\[HS\]](#) on Sun, 15 May 2005 21:32:18 GMT

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I tried opening up those ports, still didn't do anything.

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Subject: Renguard error- Any suggestions?

Posted by [TD](#) on Thu, 19 May 2005 10:25:26 GMT

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Norton is still active if you close it from tray.

Try CTRL+ALT+DEL and close anything that has something to do with norton.

Usually processes with CC in front.

When there are NO norton processes left, try running Renguard.

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