
Subject: Assistance required

Posted by [osiris](#) on Thu, 15 Apr 2004 15:52:30 GMT

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Hello I have already submitted this once but problem wasn't solved. Now there is no more feedback and still have problems so here we go

My problem happens when I attempt to load Renegade or to join a game in gamespy. What happens is the reanguard program loads but it stays as a white screen. When I do CTRL + ALT + Delete it says that the program is not responding. I have tried just leaving it and nothing happens. I have tried reinstalling it and it works once or twice then the problem reoccurs again. I have also tried the backwards compatibility wizard and it still has the error.

Please help

For the record I am running Windows XP and disabling or restarting doesn't do anything to help me

Thank you

Osiris [/b]

Subject: Assistance required

Posted by [exnyte](#) on Thu, 15 Apr 2004 15:55:06 GMT

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From what I've heard, when it's white like that it is trying to connect to the RenGuard network. Do you have a firewall running? If you do, is it blocking RenGuard from connecting to the RenGuard network?

Subject: Assistance required

Posted by [osiris](#) on Thu, 15 Apr 2004 15:58:47 GMT

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Hello

Yes i do have a firewall running. But i know it isn't the problem because reanguard was working then it just stopped and that is with the firewall enabled. And my firewall is not asking me to allow or block internet communications. It is a software firewall not a hardware.

Subject: Assistance required

Posted by [Crimson](#) on Thu, 15 Apr 2004 18:57:51 GMT

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Those symptoms do suggest a communication problem. Please check the firewall settings again... maybe it was inadvertent.

Subject: Assistance required
Posted by [amid_tha_rubble](#) on Thu, 15 Apr 2004 21:17:46 GMT
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i'd agree, and say give yer firewall a check. Seems like there's a conflict in there somewhere.

Subject: Assistance required
Posted by [osiris](#) on Fri, 16 Apr 2004 10:09:37 GMT
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Thanks for the advice but as I have already stated I have disabled my firewall including the one that XP has but the same thing happens.

Subject: Assistance required
Posted by [tankk135](#) on Sat, 17 Apr 2004 00:07:00 GMT
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do you have a router or anything that splits your internet connection so u can have a home network. if u do it might be that lots of those things have built in firewall that u can turn off.

i know i have one and its really anoying. try plugging the wire that goes into your computer directly into your cable/dsl modem. that is assuming u have cable or dsl.

if u have 56k i have no idea what the problem could be

Subject: Assistance required
Posted by [osiris](#) on Sat, 17 Apr 2004 12:47:17 GMT
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No I don't have a router I am getting one soon but for the moment my cable modem is connected streight into my machine.

Subject: you are not alone
Posted by [gasman61](#) on Sat, 17 Apr 2004 19:40:10 GMT
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Its cos renguard is a crock of shite

Subject: Assistance required
Posted by [mumin](#) on Wed, 21 Apr 2004 09:20:52 GMT
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Hello!

Is there any solution for a problem described by osiris? I'm asking because I have exactly the same symptoms on my machine.

I use Win98SE on A1700+ with 256 MB RAM, GF2MX (I know...), SBLive! so it is not likely caused by a hardware. I presume it maybe caused by some software incompatibility, but I disabled almost anything that runs in background (except of Systray and Explorer) and RG still does not work.

There is no firewall, router or any other piece of hardware between me and Ren server (apart of my ISP stuff of course). This give me an idea that the problem might be related to the type of Internet connection!

My ISP is Chello (512kbps) and thus that I'm using a cable modem connected to a standard network adapter (not to USB port). As far as I know it does not have any build-in firewall or any other functionalities that block net traffic.

I have no idea what else can be wrong so I'm really waiting for a solution for DEV team.

Subject: Re: you are not alone
Posted by [cokemaster](#) on Wed, 21 Apr 2004 09:44:47 GMT
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gasman61Its cos I am a crock of shite

That sounds much better. Renguard is fine.... unless you are a cheater which means life just got harder.

Subject: Assistance required
Posted by [jager852](#) on Wed, 21 Apr 2004 13:08:43 GMT
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i had the same probleme but i wasn't begging for an answe... i removed renguard and then downloaded it again and i have no problemes any further, it also works for the update problemes.

and the renguard ain't a piece of shit but it's actually good program with good people working on it but it's your kind of ppl that the program doesn't work or has a bug (it's released fast and updates come depending on the errors they get) and you don't get an answe to fix it, let the developers do there work and don't start to criticise about what there trying to achieve.

nice job all who worked on it, i m happy with the renguard i have now

Subject: Assistance required

Posted by [mumin](#) on Wed, 21 Apr 2004 15:10:22 GMT

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jager852i had the same probleme but i wasn't begging for an answe... i removed renguard and then downloaded it again and i have no problemes any further(...)

This was the first thing I did. But it still does not work.

I've also try different releases (1.0 and 1.01), different mirrors, different installation methods (normal and foul-proof) and even different language versions (FR, ENG and PL). Unfortunately non of this helps in my case. (

Any other ideas? Maybe RG is using some specific version of software that 99,9% of people use to have, but I do not (maybe some DLL or java environment)?

Subject: Assistance required

Posted by [Casato](#) on Thu, 22 Apr 2004 10:20:14 GMT

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:S.

look.

crimson said check it. i concur with what she said and it was my problem too. She doesnt care if you said you've checked it. just check it. Often when a program is first installed a firewall asks for permissions, and if it isnt given some, it will default to blocking. Im quite aware of what you've said. Just check it again.

Subject: Assistance required

Posted by [osiris](#) on Thu, 22 Apr 2004 11:07:28 GMT

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How many times do I need to say this. I have turned my firewall off so all the rules are recinded. This doesn't solve the problem.

Subject: Assistance required

Posted by [mumin](#) on Thu, 22 Apr 2004 11:08:02 GMT

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I've checked it about 5 times per one instalation - RG has all permissions it may need to connect to internet (I use ZoneAlarm and it has green tick in all boxes for game.exe). But ok, I'll check it again.

But anyway, like osiris said, it does not work even with disabled firewall, so... :-/

Subject: Assistance required
Posted by [Scythar](#) on Thu, 22 Apr 2004 15:53:26 GMT
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Remember that the Game.exe changes after updating the RenGuard. This causes some firewalls to take it off of the safe list. You might need to reconfigure the access settings.
