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Subject: Breaking News: Ren Support Ended  
Posted by [NoX](#) on Sat, 26 Apr 2003 08:02:24 GMT

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I got this message from EA:

Thank you for your interest in this Westwood title. Unfortunately, as our library of games expands, some of our older titles are moved from Live Support to self-help only support so we can continue to provide the best support possible for our newer titles. Although we truly appreciate your interest in this title, support for Command and Conquer, Command and Conquer Gold, Command and Conquer Red Alert, Command and Conquer Red Alert 2, Command and Conquer Renegade, Command and Conquer Tiberian Sun, and all of the associated expansion packs now exists only in an "as-is" state of support. Unfortunately, after a certain point in the life cycle of a game, it reaches a point where it will not work acceptably with newer components and operating systems in many cases. In addition, we reach a point where there are no new updates available for the game. At that point it is no longer possible for us to correct new issues that may occur with a game due to new hardware and software.

Currently, all of the known issues and resolutions for these titles are contained in our Self-Help knowledge base at <http://eatech.custhelp.com>. This includes information about getting the games installed, online and offline play issues, and all of the other available knowledge about these titles.

contact us again for help with other EA products and services.

Thank you for your interest,

EA Online Support

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