
Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [mac](#) on Fri, 16 Apr 2004 14:42:33 GMT

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There seems to be an serious error in the RenGuard 1.01 build that brings game.exe to crash. This is a Windows 2000/XP Issue.

It was bought to my attention that setting game.exe into [b]COMPATIBLITY MODE?[b?] to Windows 98/ME fixes this problem temporarily. It isn't prefect, but it least it starts.

Also, the "quit" button seems to crash then when being in compatability mode.

Set your shortcut to compatability mode (Windows 98) when having game.exe crash issues.

We will be addressing this issue tonight, and bring out a fix as soon as possible. We're sorry for the inconvienece..

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [evi](#) on Fri, 16 Apr 2004 15:03:24 GMT

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that doesnt fix anything.

i set compatibility mode on game.exe

but the same crash, short popup(grey screen) than crash

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Majiin Vegeta](#) on Fri, 16 Apr 2004 16:54:52 GMT

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1.01 now problems whatso ever.. somepeople have screwy machines

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [crassus](#) on Fri, 16 Apr 2004 18:04:18 GMT

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i set compatibility too, and all that happens is renguard shows up in task manager...no motd, no renegade, no anything but renguard in the task manager...didnt you guys think to test for something as big as this before you released 1.01?

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Crimson](#) on Fri, 16 Apr 2004 18:22:54 GMT

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We tested it on several PCs. There is only a small percentage with this problem, so none of the PCs in our test group brought this up.

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Kholdstare](#) on Fri, 16 Apr 2004 18:23:53 GMT

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It only seems to be having problems on NT Based systems (NT4, 2k, XP) if you are having problems please go to your renegade directory and set Game.exe into Windows98/Windows ME Compatibillity mode and DISABLE Visual Themes and Advanced Text Services, If this doesn't help then visit the support chat here.

(Make sure you select the channel renguard_support).

EDIT:

It has come to my attention that half the people asking for help with XP problems are not running Service Pack 1. It is recommended you download SP1 before asking for support.

-Khold :mrgreen:

EDIT:

Crimson, I had this problem, you didn't test with enough people. *scold* ;p.

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [evi](#) on Fri, 16 Apr 2004 18:36:05 GMT

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it doesnt work !!!!!!!!

can u put the 1.0 vers in the dl section?

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Kholdstare](#) on Fri, 16 Apr 2004 18:45:56 GMT

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eviit doesnt work !!!!!!!!

Can you be a little more specific? :rolleyes:

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [evi](#) on Fri, 16 Apr 2004 19:28:57 GMT

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the same prob after the setting to comp mode win 98/me

i join a server in ase.

the renguard box appears (only grey) for a second

than it shut down,

and nothing more

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Muad_Dib](#) on Fri, 16 Apr 2004 20:31:44 GMT

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same prob for me too after the pick 98 mode.

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [SirRetro](#) on Fri, 16 Apr 2004 21:10:59 GMT

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You need htmllayout.ddl

Subject: Thissucks

Posted by [Thundar_MFP](#) on Sat, 17 Apr 2004 00:03:32 GMT

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I know you guys or girls are doing a good thing by renguard. But the biggest bitch about all software developers is they dont do enough testing before they release a product. I hope all learn a lesson from this. I uninstalled renguard and now even though I am trying to install in right folder it says it isnt and gamespy will not even find my game to see servers.

This sucks!!!!!!!!!!!!!!

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [Temman](#) on Sat, 17 Apr 2004 00:34:52 GMT

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Ok dont have a go at crimson lol we all make mistakes and like he says " they tested it " they didnt test it enough... testing can take up to half a year and well they didnt wait for the best performance.. they now have a prog that works on random system which still isnt gd enough..

[Tem]

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Sirross](#) on Sat, 17 Apr 2004 00:58:35 GMT
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Well I changed my compatability and it worked. WOL seems to be down Renguard didn't crash it did it?

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Crimson](#) on Sat, 17 Apr 2004 01:48:26 GMT
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The WOL outage has nothing to do with RenGuard.

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [burnt_out](#) on Sat, 17 Apr 2004 06:02:22 GMT
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ok... everything was fine untill i updated , now i get that error ... and i tried what you said and i still get that error....anything else work?

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Muarader](#) on Sat, 17 Apr 2004 06:13:08 GMT
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Im getting that error as well after renguard updates itself. I dont know if the Windows 2k error message was the same one that you guys looked at, heres mine: The application, , generated an application error The error occurred on 04/16/2004 @ 23:58:37.565 The exception generated was c0000005 at address 77F84805 (RtlInitializeCriticalSectionAndSpinCount)

Dont know if this helps or not Also my windows 2000 pro doesnt have compatability as part of the OS so i cant really try that

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Gunny](#) on Sat, 17 Apr 2004 07:40:28 GMT
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so crimson - i am havin the same problem everybody else is havin - i want rengaurd - my hats off to all of you who put the time into this -

are you gonna come out with an additional update to fix this current problem - and if so - is it posiable to give a "rough" ETA of it -

thanks HTGunny

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [mac](#) on Sat, 17 Apr 2004 07:45:04 GMT

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Gunnyso crimson - i am havin the same problem everybody else is havin - i want rengaard - my hats off to all of you who put the time into this -

are you gonna come out with an additional update to fix this current problem - and if so - is it posiable to give a "rough" ETA of it -

thanks HTGunny

Today. We won't stop working until we have a fixed version tonight.

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [e555666e](#) on Sat, 17 Apr 2004 08:06:25 GMT

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hey guys i guess blackhand studios nows now tat tere are problems with rengaard stop telling them ur problems and let them work its enoying to read the hole time the same stuff over and over again just be thankfull wat teire doing

Subject: crash error

Posted by [Dogma](#) on Sat, 17 Apr 2004 16:14:24 GMT

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first off, great work with rengaard lads. it makes renegade a better experience.

i've tryed all the solutions you've offered so far on forum, but i am still getting the game.exe error.

is there anything else i can try?

need my fix of renegade soon or i'm goin to go mad.

computers working of windows NT

Subject: WORKAROUND FOR THE CRASH ISSUE

Posted by [EnderGate](#) on Sat, 17 Apr 2004 17:32:11 GMT

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I run Win2000 SP4, Retail Renegade, and RG 1.01 works fine for me.
A few of our members are having problems after updating to 1.01 though.

I even gave them my game2.exe but no change, I think the error is reported from Windows as game.exe but I have not seen it. anyone have a SS of the error?

Had them try a fresh copy of Renguard too(ver 1.0 worked for them both)

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [YSLMuffins](#) on Sat, 17 Apr 2004 21:36:36 GMT
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I downloaded the 1.01 setup file from renguard.com manually, but RG still INSISTS on autoupdating every time I start it up. Why is this?

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [e555666e](#) on Sun, 18 Apr 2004 05:49:36 GMT
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YSLMuffinsI downloaded the 1.01 setup file from renguard.com manually, but RG still INSISTS on autoupdating every time I start it up. Why is this?

k they brought out a better update wich should work on every server u need to install renguard 1.00 new and let it update itself ones u uninstalled renguard u need to set back game2.exe to game.exe so u can install renguard it worked on three computers i tried it on with xp

Subject: Not Happy!!
Posted by [yippydo](#) on Sun, 18 Apr 2004 12:42:04 GMT
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First off I think Renguard is a great idea and I am very happy with the idea behind it, I understand that bugs are unavoidable. That does not make me feel any better, here is why... Renguard auto updated, maybe if you guys knew there were even a few problems with the update, the update

until a better one was put in its place. I had the problem with my Game.exe crashing, tried

work. FINE! No problem, I uninstalled Renegade and reinstalled it. Total time lost trying to fix this thing, over 1 hour. By the time I reinstalled it Westwood was down, not your fault, just the straw that broke the camels back. I love the idea behind Renguard great program, poorly tested before

moment. For future reference, learn from Bill Gates mistakes. PLEASE!!! Forgive me for venting, I have earned it this time, believe me.

Thank You

Yippydoo

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Blazer](#) on Sun, 18 Apr 2004 13:57:06 GMT
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It wasn't poorly tested, there is just a huge difference between rolling out software to 100 people and rolling it out to 5000 people. As for learning from Bill Gates, they update windows all the time, just this week in fact

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [DaMax](#) on Sun, 18 Apr 2004 15:11:51 GMT
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I am writing to support Blazer. I have updated RenGuard on a number of machines, none of which experienced any problems whatsoever.

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Slash0x](#) on Thu, 22 Apr 2004 19:19:50 GMT
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BlazerIt wasn't poorly tested, there is just a huge difference between rolling out software to 100 people and rolling it out to 5000 people. As for learning from Bill Gates, they update windows all the time, just this week in fact
But Bill Gates/Windows is just a whole other topic. :rolleyes: Lol.

I had to uninstall RenGuard when WOL crashed because of other reasons...

Can the RG team find a way to get it to work with the "All Seeing Eye"?

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Crimson](#) on Fri, 23 Apr 2004 04:41:56 GMT
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It works perfectly with ASE.

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [Slash0x](#) on Fri, 23 Apr 2004 15:50:36 GMT
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When I try to loggin through ASE, it loads RG then Renegade, but DOESN'T test the server connection then joins the game...

EDIT:

Okay, I see what I need to do. renegade.exe to game.exe... :rolleyes: Got it!

Subject: WORKAROUND FOR THE CRASH ISSUE
Posted by [ssusniper](#) on Fri, 23 Apr 2004 23:27:02 GMT
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i cant change my compatibility can som1 give me a quick and easy guide
