Subject: Renguard Connection problem

Posted by kannies on Sun, 31 Jan 2010 20:49:59 GMT

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Hi,

I recently moved house. My re-guard used to work fine before but since I moved, when I attempt to start renegade using game.exe, the renguard Window appears, then 17 seconds later I get the message:

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

I read the FAQ. There is no software firewall restricting me as it worked at my old house on the same computer.

My Internet router, it blocks pings from the net and has an option to prevent DOS and port scans. I'd rather leave these on tbh or at least only allow ports which renguard requires.

Can anyone advise please?

Thanks in advance

Subject: Re: Renguard Connection problem

Posted by Sean on Thu. 04 Feb 2010 22:10:07 GMT

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If you have a firewall, check if it is not blocking game.exe. Also check if Windows firewall is on.

If that fails, then I suggest a full reinstall, as I don't really know what's wrong. Most likely its to do with your connection and/or firewall tho.

Edit: Jus also thought, if you use a router then make sure that game.exe is added to exceptions, or make sure that the router isn't blocking the ports.

Hope this helps.

Subject: Re: Renguard Connection problem

Posted by kannies on Sun, 07 Feb 2010 14:56:45 GMT

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Hi Azazel, Thanks for the reply.

I've tried this a couple of times since I created the post. One time I actually connected and logged on. And I logged on just now fine.

Then I tried a couple of times in the week and it failed (same error).

This confirms that the issue is intermittent.

I've ruled out my PC as im confident there is no issue there but i'm certain there is a network problem somewhere either with my DSL router (shared by 5 other people) or possibly an ISP issue.

When it happens again im going to post a packet capture for anyone whos technical to see whats going on.

Subject: Re: Renguard Connection problem

Posted by kannies on Mon, 08 Feb 2010 19:33:13 GMT

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Tried again today and it failed, this time after 20 seconds.

below is a screenshot of the connection attempt. My IP (192.168.0.31) is Natted so no1 pwns my connection

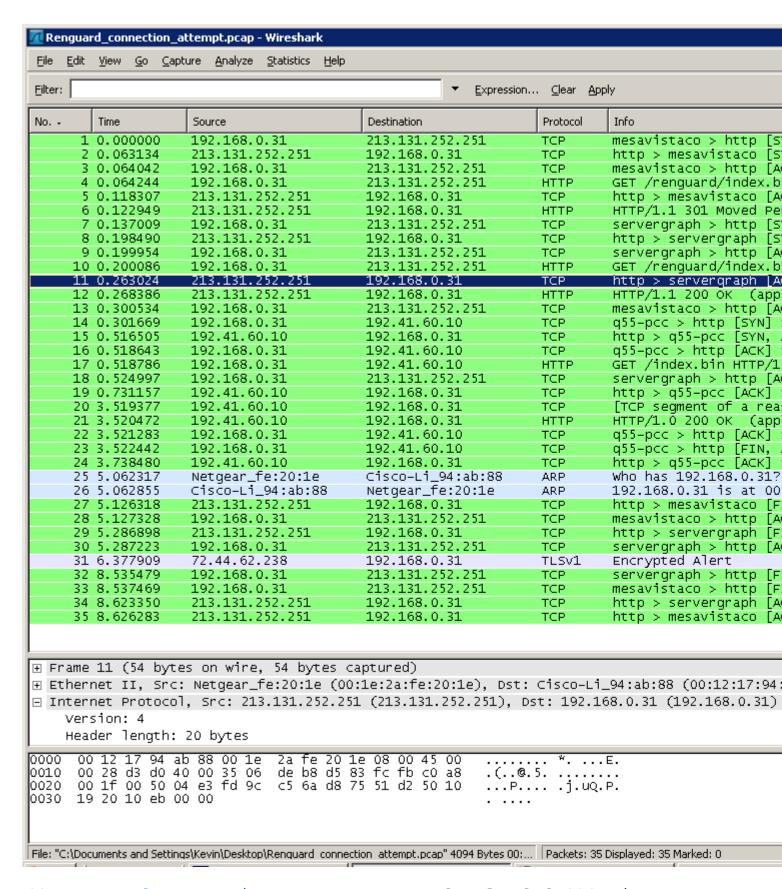
I've attached the original pcap file capture, though you need Wireshark or similar software to interpret it.

Can anyone suggest what I should do? The communication seems to happen between my PC and the Renguard server.

Also I haven't changed anything since yesterday when it was working.

File Attachments

1) Renguard connection.PNG, downloaded 566 times



2) Renguard_connection_attempt.pcap, downloaded 238 times

Subject: Re: Renguard Connection problem Posted by kannies on Mon, 08 Feb 2010 19:35:46 GMT

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I guess what i'll do next is a similar capture again when it decides to work and see how it differs.