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Subject: Loosing connection to server bcos of crash  
Posted by [matspm](#) on Tue, 09 Oct 2007 04:00:42 GMT  
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Hi,

I am loosing my connection atleast once in every 20 mins. I have a cable modem, and hence no bandwidth issue. I am playing renguard for more than 1 year and in windows vista for 5 months. This problem is happening in last 1 month for me. I finally found that crash dump is created...

Exception occured at 00550280 .text:00550280 (game2.exe)  
The Renegade Client tried to read from address 6AEC30C0 (No Owner)

Pls look at the crash dump and help me out.

Thanks and regards,  
Mathan

#### File Attachments

1) [crashdump.txt](#), downloaded 193 times

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [Carrierll](#) on Tue, 09 Oct 2007 16:16:01 GMT  
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That's Renegade crashing, not Rengurd. Nevermind. Try installing These

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [matspm](#) on Wed, 10 Oct 2007 02:52:44 GMT  
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I am still facing the problem. Now, the crah dump is not created. Just a message saying Renegade not working (Vista message). I noticed that a sysinfo file is created at that time. Not sure it would help..i am quite puzzled and frustrated by this. Pls help.

Another interesting file called bandtest created which says

BandTest: Detecting my IP  
BandTest: Failed to get response to IP detect ping

The timestamp for this file is 12 mins before crash.

#### File Attachments

1) [sysinfo.txt](#), downloaded 225 times

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2) [bandtest.txt](#), downloaded 173 times

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [Carrierll](#) on Wed, 10 Oct 2007 16:25:01 GMT  
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Follow These instructions (Ignore that it says for "error 0000005")

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [matspm](#) on Fri, 12 Oct 2007 04:14:41 GMT  
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I am already running game2 as administrator...Still the game is crashing..

Problem signature:

Problem Event Name: APPCRASH  
Application Name: game2.exe  
Application Version: 1.37.0.1  
Application Timestamp: 21214d44  
Fault Module Name: game2.exe  
Fault Module Version: 1.37.0.1  
Fault Module Timestamp: 21214d44  
Exception Code: c0000005  
Exception Offset: 00150280  
OS Version: 6.0.6000.2.0.0.768.3  
Locale ID: 1033  
Additional Information 1: 8d13  
Additional Information 2: cdca9b1d21d12b77d84f02df48e34311  
Additional Information 3: 8d13  
Additional Information 4: cdca9b1d21d12b77d84f02df48e34311

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [matspm](#) on Fri, 12 Oct 2007 04:16:19 GMT  
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Could it be caused by Symantec Antivirus program..?  
In that case, why i am able to play 20 mins smoothly and then crashing out??

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Subject: Re: Loosing connection to server bcos of crash  
Posted by [Goztow](#) on Fri, 12 Oct 2007 07:08:25 GMT

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Is it your game loosing connection (drop out of game back to wol list / main menu) or actually crashing (total game closure).

If it's just the connection, then I got a feeling it has more to do with your router/i'net connection than with the game.

Edit: I suppose it's the complete game crashing. I advise you to reinstall (in a different directory) following these steps up to "install patch 1.037" and retry then. You'll have a vanilla renegade install then. You can then keep doing one step at a time to test when exactly the problem starts occuring.

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Subject: Re: Loosing connection to server bcos of crash

Posted by [Carrierll](#) on Fri, 12 Oct 2007 21:18:51 GMT

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Make sure that Norton is definately letting it through the firewall. Norton once warned me... well, you can see for yourself...

So, turn it off if you're willing to risk it. It won't help much anyway.

### File Attachments

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1) [Scary-resized.jpg](#), downloaded 630 times



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Subject: Re: Loosing connection to server bcos of crash

Posted by [matspm](#) on Thu, 18 Oct 2007 01:27:04 GMT

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I found the culprit..It is my voip phone adapter. I have recently got a new voip phone (Joi), and i have taken the ethernet output to my router. That has caused the problem. I now connected the cable modem directly to router, and connected my voip adopter to the router. Now the problem seems to bo solved.

But, i have noticed a raise in ping in some of my favorite servers. I am able to play in couple of servers only..i hope this is temporary.

I thank everyone for replying the post. You have definitely helped me in restoring my favorite hobby

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Subject: Re: Loosing connection to server bcos of crash

Posted by [cmatt42](#) on Sat, 20 Oct 2007 16:05:51 GMT

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Going through a router will increase your ping because it has to go through another piece of

hardware to get to your computer.

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