Red Storm Entertainment Tom Clancy's Rainbow Six Rogue Spear Demo README
September, 1999

This document contains information specific to the Rogue Spear Demo.

Table of Contents

1.General Notes and Troubleshooting

2.Multiplayer Notes and Troubleshooting

3.Video Card Notes and Troubleshooting

4.Audio Notes and Troubleshooting

5.Technical Support

----

1.   General Notes and Troubleshooting

1.1. Installation Notes

If you choose not to install Rogue Spear to the default location
(c:\Program files\Red Storm Entertainment\Rogue Spear), You must install
Rogue Spear into a valid folder. You can not install the game to a C:\ or
D:\ drive without first creating a folder or directory to install the game
into. You must create a folder (i.e. C:\Rogue Spear or D:\Red Storm
Entertainment instead of installing directly to C:\ or D:\ without a
folder)

1.2. Rogue Spear and Laptop computers.

Rogue Spear was neither developed nor tested for laptop computers. The
reason for this is that most video and sound card companies sacrifice
DirectX compliance for miniaturization and portability. As such, these
manufacturers do not offer drivers that are optimized for Direct3D gaming,
which means that ultimately; you may have limited success in running the
game properly.

1.3. Multi-Tasking (Alt-Tab)

Rogue Spear does not support multitasking (pressing ALT+TAB). This should
not be an issue, as there should not be any open programs running in the

background while playing Rogue Spear. For best results, please make sure all open programs are closed before starting Rogue Spear -- this includes any programs running in the System Tray beside the clock on the Windows 9x task bar.

If you need to return to Windows while in the game, we recommend that you exit by pressing the ESC key, then selecting Exit Rogue Spear from the preceding menu to get back to Windows quickly.

1.4   Windows 2000

Rogue Spear was not developed or tested on Windows NT 4.0/ 2000 Professional. Rogue Spear may or may not run on Windows 2000 Professional but the game was designed to run on Windows 98 or Windows 95.

1.5   Cyrix and AMD compatibility

Rogue Spear runs normally on computers using Cyrix or AMD processors. However, performance on computers using these processors may be noticeably slower.

1.6   Miscellaneous tips for making the game run faster.

There are certain things you can cut off in the game to allow for faster game play.   From the main menu, click on the Options Menu.   From there you can manipulate the Sound, Graphics, and Advanced options in a trial and error fashion to customize the game's detail and graphics levels for best performance on your machine.

For Example, a p266mmx with no 3D acceleration just meets the minimum requirements to run the game. With this setup, start the game and go into the options screen immediately.

·   Turn the detail level down to low
·   Turn off Fog, and weather effects in the Advanced Options menu
·   Turn your resolution down to 320X240
·   In the game, reduce your cinema size by pressing the minus key several
        times

1.7   DirectX Help

If you are having trouble installing and/or playing Rogue Spear make sure you have DirectX and DirectXMedia version 6.1 or higher installed on your computer. You can get the latest version from Microsoft (www.microsoft.com/directx).   These webpages can also provide support with common DirectX problems.

1.8   Invalid Page Fault when trying to launch Rogue Spear Demo

After installing the Rogue Spear Demo, you should be able to run the game by clicking on the Rogue Spear icon in the Red Storm Entertainment folder on your start bar. After clicking this icon, you may see a window appear titled roguespear with the following text:

        This program has performed an illegal operation and will be shut down...

If this problem occurs, please download and install Direct X version 6.1 or higher from www.microsoft.com/directx. See section 1.7 for DirectX Help. If the problem persists after installing Direct X 6.1, please refer to the sections on video and sound card troubleshooting.

2.   Multiplayer Notes and Troubleshooting

2.1. Supported Network Protocols

Red Storm Technical Support can not provide support in properly setting up a TCP/IP network.   We have included these notes to get you started but are not capable of providing any additional help.

Rogue Spear only works on TCP/IP networks. Other Network protocols, such as IPX/SPX, NetBEUI, etc. are not supported and will not work with the game. Setting up a TCP/IP network on your home LAN requires that you have certain components installed and properly configured in your connected machines. The following information should get you started with setting up a TCP/IP network, but should not be considered a complete reference. For more information on setting up or troubleshooting a TCP/IP network, please refer to any of the following resources:

   -Windows Help for setting up a TCP/IP network
   -Microsoft Technical Support, or support.microsoft.com
   -Internet searches on "TCP/IP Gaming" or a similar topic
   -Technical Support for your Network Card
   -Books on the topic of TCP/IP networking

Here are some suggestions for setting up a TCP/IP network.

From Control Panel in Windows, add in the TCP/IP protocol and then bind it to your Ethernet card. Again, refer to Windows Help for more instruction on how to do this. From there, the important settings are described below:

Default Gateway is the computer that packets are sent to if the destination address is not on the same network. (i.e. destined for the Internet in most cases) This only needs to be filled in if you plan on having all the machines in the LAN on the Internet, and if you own enough valid IP addresses to accommodate that. If you just want to set up a LAN w/o Internet access, (you can still use dial up connection on each machine) leave the default gateway blank.

Subnet Mask is what determines who is or is not on your local subnet (network). As long as you have 254 computers or less, just set the subnet mask to 255.255.255.0 to avoid any problems.

IP Addresses - The preferred number to use here is 192.168.x.x. (where x and x can be any value from 1 to 254) Note however, that when using a subnet mask of 255.255.255.0, only the last octet of the IP address can differ. (I.E. 192.168.50.1 and 192.168.52.1 couldn't communicate, but 192.168.50.1 and 192.168.50.2 could)

To actually start a Multiplayer game, please refer to the Multiplayer section of the manual.

2.2. Miscellaneous tips for the best Multiplayer gaming experience

   -Make sure the host is the fastest computer participating in the game.
     If the server is bogged down, it will distinctly affect the gameplay
     for all players.
   -More memory improves performance.   More than 64MB of RAM in the server
     improves Multiplayer performance and stability for all players.
   -The more players in the game, the more bandwidth is required.
   -For small two player games, you may experience better performance with
     a 28.8k modem connection than with a 56k modem connection.

3.   Video Card Notes and Troubleshooting

3.1   General video card troubleshooting

If you experience problems while you are playing Rogue Spear, contact your video card's hardware manufacturer for the latest certified DirectX drivers for your video card. Many manufacturers maintain World Wide Web sites that offer updated drivers and troubleshooting advice for their products. Check this Web site for links to many of the major video card manufacturer's Web sites:

http://www.redstorm.com/support/hardware.html

If you have more than one video card installed on your computer:

Use the Configure Rogue Spear option from the Autorun menu that pops up
when you put the CD in the drive to designate which video card you wish
Rogue Spear to use.

To turn on Software Rendering

1.From the main menu in the game click on "options" menu
2.Make sure the "Force Software" option is selected (you should see a
   check mark).
3.Restart Rogue Spear

Or

Use the Configure Rogue Spear option from the Autorun menu that pops up
when you put the CD to choose software rendering.

3.2. List of video cards with known issues

If you are using any of the video cards listed below, you may experience
problems Rogue Spear. Known workarounds, when available, are included
below.

Video cards with known issues when running Rogue Spear:

·   Rage II and Rage Pro cards
     These cards will show thick fog against buildings with fog turned on.   It may be very   difficult to see any details in the distance
with fog turned on, and it may appear as   though you have no textures in the game.   If you turn off fog from the advanced options
menu, you will notice improved detail in the game.

·   Nvidia Riva TNT based cards (TNT, TNT2)
     These cards may experience a brief flash as the loading screen appears just before the   action phase. This should not affect
any other aspects of gameplay.

·   The Voodoo 3 and Productiva G100
     Cards based on these chipsets will not run the game in software mode.

·   Permedia 2
     You may experience a brief flash of pink around the title when the game first starts.   If you are not seeing appropriately sized
text in the menus, you will need to get the   latest reference drivers from 3D Labs.

·   Rage II cards
     You may have the windows cursor appear over the game.

4.   Audio Notes and Troubleshooting

4.1. General sound card troubleshooting

If you experience problems while you are playing Rogue Spear, contact your
sound card's hardware manufacturer for the latest certified drivers for
your sound card. Many manufacturers maintain World Wide Web sites that
offer updated drivers and troubleshooting advice for their products. Check
this Web site for links to many of the major sound card manufacturer's Web
sites:

http://www.redstorm.com/support/hardware.html

4.2. If you have more than one sound card installed on your computer:

Use the Configure Rogue Spear option from the Autorun menu that pops up
when you put the CD in the drive to designate which sound card you wish
Rogue Spear to use.

4.3. Static or Stuttering in mission briefings

If you have done a minimal install and experience static or stuttering in
the mission briefings uninstall Rogue Spear and reinstall using the typical
installation option.   This will install all the audio files to your
computer and should alleviate any stuttering or static. If this does not resolve the sound issues, please refer to the information above for
troubleshooting sound card issues.

5.   Technical Support Information

If you are having problems with Rogue Spear, you should first log on to the
Internet, then visit the support section of the Red Storm Entertainment
website. Most problems with known solutions are posted on the Rogue Spear
FAQ at http://www.redstorm.com/support/. If you have a problem that is not
listed on the FAQ, please contact Red Storm Technical Support via one of
the methods listed below.

NOTE: It is important that you ensure your computer meets the minimum
system requirements before contacting Technical Support. Our Support
representatives can not help customers whose computers do not meet the
minimum requirements printed on the box.

Whenever you contact Technical Support please make sure you include the
following information:

Complete Product Title (including version number):
Exact error message reported (if any) and a brief description of the
problem:
Processor speed and manufacturer:
Amount of RAM:
CD-ROM drive:
Specific Sound and Video card:
Operating system:
Specific type of modem you are using (for problems involving Multiplayer
gaming):

How to contact Red Storm Entertainment Technical Support

Contact us on the Web:

Our website contains the most up-to-date Technical Support information
available. We keep the Support pages updated daily so please check here
first for solutions to your problems. Here you will find a Frequently Asked
Questions (FAQ) page that gives solutions to the most commonly reported
problems. There is also a Technical Support Form here you can fill out and
send to us and we will respond to you via email.

http://www.redstorm.com/support/

Contact us by Email:

For fastest reply, please fill out the Technical Support Form, found on the
main support page at the URL listed above
(http://www.redstorm.com/support/). You can email our Support Department
directly at Support@redstorm.com. NOTE: when sending email to support using
an email program instead of the Technical Support Form, please make sure
you include the required information listed above. E-mail support can take
24-72 hours depending on the volume of messages.

Contact us by Phone:

This number is for technical assistance only. Hints and tips will not be
given our over the Technical Support line. When calling our Technical
Support line please make sure you are in front of your computer and have
all the necessary information on hand.

(919) 460-9778

Our Support representatives are available to help you:

Monday - Friday from 9 a.m. - 6 p.m. (Eastern Standard Time)

-Red Storm Entertainment's Tip Line-

All the hints, tricks, and Cheats! Under 18, please have you parents'
permission.
Touchtone phones only.

1-900-288-CLUE (2583) $.95/min

Red Storm Entertainment's Website
http://www.redstorm.com