Microsoft Close Combat III: The Russian Front v3.0b
Windows 95 and Windows 98
March 1999
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This document contains important information for installing and using Microsoft Close Combat III: The Russian Front.

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A. Changes for Version 3.0b
• Multiplayer connection stability is greatly improved.
• Several crashes that occurred in multiplayer games are fixed.
• A bug that caused the game to crash sometimes when viewing the Map in the game shell is fixed.
• Bazookas and Panzerschrecks now have slower reload times.
• A bug that caused the SAI (strategic artificial intelligence) to purchase twice the correct number of tanks for the current map is fixed.
• A player who has more equipment than intended for the current Operation receives 50 points instead of 10 points at the start of the Operation.
• The computer is less likely to send armor units to areas containing vehicles destroyed during the current Battle.
• Pathfinding is improved to better handle short paths.
• When the SAI is on defense, the computer's units will be more likely to remain in place until contact with the enemy is made.

- Units given Move and Sneak orders will try to make better use of defensive terrain.
- The computer now accepts a truce after 5-15 minutes if there is no combat or if victory locations do not change sides.
- Progress meters are added for long data transfers in multiplayer games.
- The AB GDs 120mm mortar no longer has two mortar tubes.
- Machine guns can now directly target AT (antitank) guns and heavy mortars.
- Units do not conserve ammo as quickly any more.
- Reload times for AT guns are increased.
- Several bugs are fixed that made the computer camp despite having an advantage.
- The kill power of units at long and medium range is fixed.
- Shells hit parts of the JSII based on the correct probability now.

B. Installation Notes

Recommended for Windows 95 or Windows 98

To run Close Combat III on Windows 95 or Windows 98, you need:

- Microsoft Windows 95 or Windows 98 operating system.
- Personal computer with a Pentium 133 or higher processor.
- 32 megabytes (MB) of RAM.
- At least 60 MB of available hard disk space and a swap file of at least 10 MB (20 MB or more is recommended).
- 4X CD-ROM drive or higher.
- Video card that supports 800 x 600 resolution or higher and 16-bit color.
- Sound card (recommended but not required).
- Microsoft Mouse or compatible pointing device.
- Headphones or speakers (recommended).
- 28.8 modem for head-to-head play.

Installing the update over the 3.0 version

You must have Close Combat III on your computer to install the update.

To install the 3.0a update:
1. Download the 3.0b update from http://www.microsoft.com/games/closecombat.
2. Locate the cc30b.exe you downloaded to your computer.
3. Double-click the cc30b.exe file to run the update Setup program.
4. Follow the Setup instructions. Setup will update your 3.0 version of the game to the 3.0b version.

Note: You can connect only to multiplayer games created with the same Close Combat III version you are using. If you upgrade to version 3.0b, you will only be able to see and play with other players who are using 3.0b.

Uninstalling the 3.0b Update
The 3.0b update installs some files which are not deleted by the normal Close Combat III uninstall program.

To uninstall the 3.0b update:
1. Click on Start -> Programs -> Microsoft Games -> Close Combat III -> Uninstall The Russian Front.
2. Follow the uninstall the directions.
3. Once uninstall is complete open the location where you had Close Combat III installed.
4. Delete the folder you installed the game in and all of it's contents.

C. Setup Troubleshooting

Before installing Close Combat III, verify that you have the following minimum system requirements:

•At least a Pentium 133.
•Microsoft Windows 95 or Windows 98.
•32 MB of RAM. To verify how much RAM your computer has:
  1.   On the Windows desktop, right-click the **My Computer** icon, and then click **Properties**.
  2.   Click the **General** or **Performance** tab to see the amount of RAM on your computer.

If Close Combat III does not run properly once it is installed, try reinstalling:

1.   Run Close Combat III Setup.
     If Autorun is enabled, you can do this by inserting the Close Combat III compact disc into the CD-ROM
     drive. You can also run Close Combat III Setup by double-clicking the **My Computer** icon on your desktop,
     right-clicking the CD-ROM drive icon, and then clicking **Install Close Combat**.
2.   To reinstall Close Combat III, click **Reinstall**.

Installing and playing Close Combat III from a remote location (such as a network drive) is not supported. You
cannot play the game without the CD in the CD-ROM drive.

If you have Adobe Type Manager installed on your computer, you may experience problems installing Close
Combat III. If you experience problems, complete the following steps:

1.   Start **Adobe Type Manager**.
2.   Click the **Settings** tab.
3.   Click the **Advanced** button.
4.   Turn off the **Smooth Font Edges on Screen** option.

D. Windows NT and Windows 2000

It is recommended that you not try playing Close Combat III on any version of Window NT 4.0 because
Windows NT 4.0 does not currently support DirectX 6.0.

You can play Close Combat III using any beta version of Windows 2000 because Windows 2000 does support
DirectX 6.0. The game was tested on every beta version of Windows 2000 available at shipping time; however,
Microsoft Product Support Services will not be able to help you resolve any problems you encounter.

E. Audio Problems

If you experience audio problems, the source could be your sound card on your system. Use the following list of
troubleshooting suggestions if Close Combat III does not play sound properly:

•Be sure your speakers are plugged in and turned on.
•Be sure you are using the latest sound driver available. To obtain the latest sound driver, contact your sound
     card manufacturer.
•Be sure that your system's volume control is not muted and is turned up.
•Verify that your system can play .wav files:
  1.   Click the **Start** button, point to **Settings**, and then click **Control Panel**.
  2.   Double-click the **Sounds** icon.
  3.   Try to play a .wav file.
•If your system cannot play a .wav file:
  1.   On the Windows desktop, right-click the **My Computer** icon, and then click **Properties**.
  2.   Click the **Device Manager** tab, and make sure the **View devices by type** button is selected.
  3.   Click **Sound, video and game controllers**, and look for your sound card. If you don't have a sound
       card, contact your equipment dealer to obtain one.
•If your system can play a .wav file:
  1.   Start Close Combat III.
  2.   Click **Options** or press F8 to open the Options dialog box.
  3.   Click the **General** tab.

4. Make sure the **Enable Sound** check box is selected. You can also turn sound on and off by pressing **CTRL+S**.

If you have the following sound hardware, you may notice "pops" at the beginning and end of the in-game videos.

Name: Creative ES1370 Direct Sound Driver
Manufacturer: Creative Labs
Driver: EAPCI.VXD
Version: 4.5.0.1205

You do not need a sound card to play Close Combat III. If you do not have a sound card, click the **Do not display this message again** button in the **Direct Sound Not Available** dialog box that appears the first time you start Close Combat III. Then double-click the Microsoft Close Combat III icon on the Start bar to display the game's main screen.

F. DirectX Problems

Audio or Video Problems

If you are experiencing sound or video problems using DirectX 6.0, connect to the DirectX web site for the latest troubleshooting information:
1. Connect to **http://support.microsoft.com/support/directx**.
2. Click **Having Problems With DirectX**.

Video Problems

If you set your virtual desktop's resolution smaller than The Russian Front's resolution, the game screen will default to the virtual desktop's resolution. For example, if you set the virtual desktop at 640x480 and set The Russian Front at 1024x768, the game's screens will be truncated to fit into the 640x480 resolution.

If you have Graphics Blaster Exxtreme (manufactured by Creative Labs) video hardware, and are using Windows 98, you should check with the manufacturer for the latest driver. Installing the latest driver may help resolve video problems you may encounter with the above video hardware.
If you have the Graphics Blaster Exxtreme and change The Russian Front's resolution, you may encounter an error message when you restart the game. You should be able to close the error message and continue playing.

If you have Graphics Blaster Exxtreme video hardware, and set the game resolution to 1600x1200, the screen may go black and fail to respond. Complete the following steps to correct the problem.
1. Press **ALT+Tab** to exit Close Combat III.
2. Hold down **CTRL** and double-click the Close Combat III desktop icon to display the **Close Combat Options** dialog box.
3. You can also display the **Options** dialog box by opening directory/folder in which the games .exe file is stored, and holding CTRL while double-clicking the **CC3.exe** file.
4. In the **Options** dialog box, click the **General** tab, and then use a lower screen resolution.
5. Restart Close Combat III.

If you have the following video hardware and set the game resolution above 1024x768, the game screen may be larger than the desktop, causing part of the game screen to be "off the screen." To avoid this problem, keep the resolution at 1024x768 or below.

Name: STB Nitro 3D, with STB Vision 95
Manufacturer: STB Systems, Inc. (OEM)
Driver: stbnt3d.dll
Version: 4.3.0.2121
Date: 6/09/1997

If you have any of the following video hardware, you may experience problems playing The Russian Front. Check with the hardware manufacturer for the latest video drivers, which in many cases will resolve the problem. If loading the latest drivers does not resolve your video problems, try using a lower resolution setting (this may be especially true with older monitors).

Name: AccelStar II 3D Accelerator
Manufacturer: AccelGraphics Incorporated
Driver: gldd32.dll
Version: 4.10.1.4601
Date: 9/26/1997

- Some video drivers that are incompatible with DirectX may boot to Safe Mode. The first time your computer boots to Safe Mode, shut down your computer completely and then turn it back on. This frequently fixes the problem.

- If your system goes into Safe Mode again:
  1. Insert the Close Combat III compact disc and click **Exit** if Autorun starts.
  2. Double-click **My Computer**.
  3. Right-click the CD-ROM icon and click **Install DirectX 6.0**.

- If your system goes into Safe Mode a third time, try replacing/updating your video and sound drivers. Outdated drivers are often the cause of DirectX problems.

- After you have started Close Combat III, if you go to the **Close Combat Options** dialog box and, under **Screen Resolution**, choose a resolution that is not supported by your monitor, you receive an error message telling you to exit and restart the game. You may not be able to see the error message because your video display is distorted.
  To exit the game:
  1. Press **ALT+F4**.
  2. Press **Enter**.
     -or-
  1. Press **ALT+TAB**.
  2. Right-click **Close Combat III** on the taskbar.
  3. On the menu, click **Close**.

  To restart the game with the **Close Combat Options** dialog box present:
  1. Hold down **CTRL** while double-clicking the game icon on your desktop.
     -or-
     Open the folder/directory in which the Close Combat .exe file resides, and hold down **CTRL** while double-clicking the **CC3.Exe** file.
  2. In the **Close Combat Options** dialog box, select a resolution supported by your monitor under **Screen Resolution**.
     Note: The options dialog box may be behind the application you used to open the dialog box.

G. Hardware and System Compatibility: Performance Issues

Stalingrad Memory Issue

When playing in the Stalingrad series of maps, you may encounter a crash to the desktop if you run out of swap file space. This series of maps takes an unusually large amount of memory and may require a larger swap file than in other parts of the game. To avoid a crash, make sure you have at least 120 MB of swap file space allocated.

To check your swap file space:
1. On your desktop, right-click **My Computer**.
2. Select **Properties**.
3. Click the **Performance** tab.

4. Click **Virtual Memory**.
5. If "Let Windows manage my virtual memory settings" is selected, make sure you have at least 120 MB of free hard disk space.
   - or -
   If "Let me specify my own virtual memory settings" is selected, make sure the minimum is set to 120 MB.

Improving Game Performance

Users of slower machines may experience a delay in gameplay when Close Combat III is loading game data. Please do not restart your computer if this occurs.

To improve game performance:
1. Click **Options** or press **F8** to display the Options dialog box.
2. Click the **Game Play** tab.
3. Select the **Remove Trees** check box. You can also turn **Remove Trees** on and off by pressing **CTRL+T**.
4. Select the **Remove KIA Soldiers** check box. You can also turn **Remove KIA Soldiers** on and off by pressing **CTRL+K**.

Choosing options or settings is persistent across game sessions. You don't need to reselect **Remove Trees** and **Remove KIA Soldiers** in the dialog box to improve game performance between game sessions.

If you have any of the following video hardware, you may experience problems playing Close Combat III. Check with the hardware manufacturer for the latest video drivers, which in many cases will resolve the problem. If loading the latest drivers does not resolve your video problems, try using a lower resolution setting (this may be especially true with older monitors) or increasing the game speed.

Name: AccelStar II 3D Accelerator
Manufacturer: AccelGraphics Incorporated
Driver: gldd32.dll
Version: 4.10.1.4601
Date: 9/26/1997

Name: Intergraph Intense 3D 100
Manufacturer: Intergraph
Driver: REND32.DLL
Version: 4.3.0.2030
Date: 8/24/1996

Name: Graphics Blaster 3D
Manufacturer: Creative Labs
Driver: MA33XDD.DLL
Version: 4.0.300.2101
Date: 3/21/1997

Name: STB Velocity 128 (TV Support)
OEM: STB Systems, Inc. (OEM)
Driver: STBV128D.DLL
Version: 4.10.1.116
Date: 9/23/1997 1:39p

Name: AccelStar II 3D Accelerator
Manufacturer: AccelGraphics Incorporated
Driver: gldd32.dll
Version: 4.10.1.4601
Date: 9/26/1997

If you are using Windows 95 and try playing Close Combat III at a resolution of 1280x1024, you may experience problems if you have the following video hardware. Set the resolution to 1280x768 or 800x600.

Name: Starfighter-AGP Release 0259
OEM: Real 3D Incorporated
Driver: R3Dd32M.dll
Version: 4.10.1.259
Date: 6/16/1998

If you have the following video hardware, both the desktop and game must have the same resolution setting or you will be unable to exit Close Combat III without rebooting your computer.

Name: Stingray 128/3D Series (v 1.17.2059)
OEM: Hercules Computer Technology
Driver: vg96dd32.dll
Version: 4.10.1.2059
Date: 9/21/1997

If you have a Matrox G-100 video card, you'll need to update your video driver. You can't update the driver by using the setup.exe which is extracted by the driver self-extracting utility. Consequently, you'll need to use the procedure below to update the driver.

1. Extract the driver and save it to a directory/folder.
2. Click **Start**, click **Settings**, and then click **Control Panel**.
3. Double-click **Display**, click the **Settings** tab, and then click the **Advanced Properties** button.
4. Click the **Adapter** tab, click the **Change** button, click the **Show all devices** button, and then click **Have Disk**.
5. Point to the directory/folder into which you extracted the driver and finish the installation.

H. Head-to-Head Play

If you are using Windows 95 and Internet Explorer 4.0, have **Connect to the Internet using a modem** checked in Explorer's Internet Options dialog box, and click **Multiplayer**, the Close Combat III screen will go black. To continue head-to-head play, exit the game, connect to the Internet using your service provider, then restart Close Combat III. You can play single-player games with **Connect to the Internet using a modem** checked in the dialog box.

If you are using Windows 98 and Internet Explorer 4.0, and have **Connect to the Internet using a modem** checked in Explorer's Internet Options dialog box, you will be unable to connect to a TCP/IP local area network (LAN) game. On the Connections tab in Internet Explorer's Properties dialog box, check **Connect to the Internet using a local area network**, then try to connect to a TCP/IP LAN game.

If you use the MSN Gaming Zone to play a head-to-head game, make sure you allow the Zone to launch Close Combat III.

If the host and client player initiate a game via the Zone or an ISP connection, but leave the game at the Multiplayer screen for at least 30 minutes, the host's game crashes to the desktop.
When starting a multi-player game using a serial connection, the host and client player must click **OK** in the **Serial Connection** dialog box within five seconds of each other or the game will not appear on the client's computer. Once you've played a game using a serial connection and want to play more, it is possible for the client player to click **Refresh** to join the host's game. However, each time one of the players reboots his or her machine, both the host and client must click **OK** within five seconds of each other.

When you complete a multi-player operation, the client player must wait until the host player clears the **This operation has been completed** dialog box before the Debriefing screen appears.

I. Tips, Information, and Corrections

Tips

- For more information on **Close Combat III: The Russian Front**, visit our Web site at **http://www.microsoft.com/Games/closecombat**.
- If you would like to play against opponents over the Internet, check out the MSN Gaming Zone at **http://www.zone.com**.

Information
- At the default settings of realism (Grognard) your units will act on their own initiative if they are not periodically given orders. When units are acting on their own the action text for the team in the Team Panel turns white to indicate they currently do not have orders from directly from you. If you do not want your soldiers to act on their own you can turn off this setting in the Settings -> Realism tab.
- If the computer is not acting fast enough for you, you can turn on the either of the additonal Battle Ends features (i.e. when time expires and after taking all victory locations) on the Settings -> Battle Settings tab. This will engage additional AI which will make the computer act with more urgency based on the clock or the situation of victory locations.
- During head-to-head play, the host sets the game speed.
- The numeric keypad does not work during chat. You will need to use the number keys at the top of your keyboard.
- Sometimes during gameplay, soldiers under a **Defend** order may shoot at enemies you cannot see on the game screen. You learn about enemy soldiers through observation. Initially, you may only see a red dot on your map monitor representing enemy troops. You won't be able to see the actual enemy soldiers, but you will be able to see muzzle flashes if they fire at you. When you have had the enemy in your sights for some time, you will be able to get summary information on the enemy by moving the mouse pointer over the enemy team.
- Every team in the Force Pool has its morale and experience listed; however, the team's morale and experience may drop when they reach the battlefield if the team has never been in battle. When you add teams to your Active Roster, their morale and experience levels are replaced with a question mark (?). You won't know the team's real levels until the battle starts. During operation or campaign play, once a team fights (and survives) a battle, its real morale and experience levels are displayed both in the Force Pool and Active Roster.
- When you issue any kind of move order to a unit, that unit will attempt to deploy behind protective terrain in the direction of the move. For example, if you give a movement order to the north, the soldiers in that unit will look for cover to use against enemy soldiers to the north of them.
- When you issue a Fire order to a target out of the line of sight (red fire line), the order may be obeyed if the unit can move closer to the target and get in line of sight there. If still out of the line of sight, the order will be canceled, but this may result in unanticipated movement by your troops. It is generally best to only give direct fire orders to those targets you can see.
- If you issue a Fire order to a team that has broken or panicked, you may be able to place a target dot on a team that the broken or panicked team cannot see.
- When playing a custom scenario against the computer, if you set the difficulty at Veteran, the points allocated to each side are not identical to those set in the Scenario Editor. This is due to a bonus/penalty for the AI. In other words, if you create a custom scenario and give each side 1000 requisition points, when you return to the Command screen and start the game, you'll find your side has fewer than 1000 points. The game "balances" at a difficulty setting between Veteran and Recruit.
- If you are playing a timed game, the timer will pause intermittently during game play. The game does not take into account system events that can cause small delays. Some actions you make during the game (scrolling, zooming in and out) may cause short pauses in the timer's countdown.
- If you are playing as the Germans and have a halftrack armed with Wurframen, be aware that it takes the crew 30 minutes to reload after firing its first salvo of 6 rockets.
- If you have **Show pointer trails** checked in the **Mouse Properties** dialog box (accessed using Control Panel), you will experience visual anomalies on your Close Combat III screens. Make sure you clear this check box before playing.
- If you have your computer set to display customized large fonts (greater than 125% of normal size), you may have difficulty navigating the **Options** and **Settings** dialog boxes. To correct this problem, switch to large fonts or small fonts. To change the Windows font size:
  1. Start **Control Panel.**
  2. Double-click **Display**, click the **Settings** tab, and then click the **Advanced** button.
  3. In the **Font Size** list box, click **Large Fonts** or **Small Fonts**. You'll have to restart your computer before the new fonts take effect.

Difficulty Settings
The following table shows the bonus/penalty associated with each difficulty setting.

	Recruit		Veteran		Hero
Computer	- 1/7	Even	1/7	2/7	3/7
Player	1/7	Even	- 1/7	- 2/7	- 3/7
Client	- 2/7	- 1/7	Even	1/7	2/7
Host	2/7	1/7	Even	- 1/7	- 2/7

Requisition Points and Custom Scenarios
When creating custom operations using the Scenario Editor, you need to understand how Close Combat III calculates the number of requisition points awarded to each side. You'll notice that the points you assign when creating the game may be changed when you play the game. The points change because Close Combat III compares relative force strength at the beginning of each battle, then awards bonus points to the Russians (if current force strength exceeds expected force strength) or Germans (if expected force strength exceeds current force strength).

The final requisition points awarded each side is calculated as follows:
Day points + Bonus points + Previous day's unused requisition points

Assume you're creating an operation using Scenario Editor that has three maps and lasts four days. You assign 100, 125, and 150 map points to the Germans on the first, second, and third map of the operation, respectively. You assign 30, 130, and 60 map points to the Russians. You assign the Germans 115, 75, and 175 day points for days two through four, respectively. You assign the Russians 40, 120, and 80 day points.

Assume also that you've set the difficulty to veteran, so the difficulty factor in all the calculations will be 1/7. Refer to the difficulty setting table in this document to determine which difficulty factor to use. For example, if you set difficulty to hero in a single player game, the difficulty factor is +/-3/7.

Day points are calculated for both the player and computer (host and client). Scenario Editor day points are the points you assign using the Scenario Info screen; current map points are the points you assign using the Map Info screen's Map Data dialog box. Day points for the player (host) are calculated using the following:
(Scenario Editor day points + Current map points) - ((Scenario Editor day points + Current map points) x 1/7)
Day points for the computer (client) are calculated using the following:
(Scenario Editor day points + Current map points) + ((Scenario Editor day points + Current map points) x 1/7)

Remember, you only gain map points when you capture a map for the first time.

Consequently, filling the in the numbers results in the following player (host) day 1 calculation if you're playing as the Russians:
(0 + 30) - ((0 + 30) x 1/7) = 26 Russian day points on day one
The result for the computer (client) as the Germans:
(0 + 100) + ((0 + 100) x 1/7) = 114 German day points on day one
There are no scenario editor day points since the battle is the first in the operation, so there are only map points.

For day two, the calculations depend on whether or not you're fighting on the second map. If so, the Russian and German calculations would be:
(40 + 130) - ((40 + 130) x 1/7) = 146 Russian day points on day two
(115 + 125) + ((115 + 125) x 1/7) = 274 German day points on day two

Expected force strength for the player (host) is calculated as follows:
(Sum of map points) - (Sum of map points x 1/7) + (Sell back value of starting teams x 2)
Expected force strength for the computer (client) is calculated as follows:
(Sum of map points) + (Sum of map points x 1/7) + (Sell back value of starting teams x 2)

The key components in this calculation are map points and sell back value. Map points are the points you assign to each map in the operation using the Map Info screen. Clicking the Map Data button displays the dialog box you use to assign map points.

The sell back value in the expected force strength calculation is the sell back value of the teams you assign to the team in Scenario Editor. It does not include any teams you later add in the Requisition screen prior to game play; consequently, this number is a constant throughout the operation.

Given the map points from the previous example, assume that you selected German teams worth 99 points and Russian teams worth 49 points. Then the expected force strength calculations for the first day would be:
30 - (30 x 1/7) + (49 x 2) = 124 Russian expected force strength on day one
100 + (100 x 1/7) + (99 x 2) = 312 German expected force strength on day one

Assume on day two you're playing on the second map, the calculations would be:
160 - (160 x 1/7) + (49 x 2) = 150 Russian expected force strength on day two
225 + (225 x 1/7) + (99 x 2) = 455 German expected force strength on day two

Current force strength for the player (host) is calculated as follows:
Day points + (2 x Sell back value of current teams) + (Requisition points carried over from previous battle / 2)
Current force strength for the computer (client) is calculated as follows:
Day points + (2 x Sell back value of current teams) + (Requisition points carried over from previous battle / 2)

Given the same example numbers, the day one current force strength calculations would be:
26 + (2 x 49) + 0 = 124 Russian current force strength
114 + (2 x 99) + 0 = 312 German current force strength
Remember, for day one, the current sell back value is the same as the starting sell back value.

If you had been able to add 100 points worth of teams to both the German and Russian sides after day one, then the current force strength calculation would be:
146 + (2 x 149) + 0 = 444 Russian current force strength on day two
343 + (2 x 199) + 0 = 672 German current force strength on day two

Once Close Combat III calculates both expected and current force strength, it creates expected and current ratios. The expected ratio is:
Russian expected force strength / German expected force strength
The current ratio is:
Russian current force strength / German current force strength

Using the example numbers, the ratios for day one are:
124 / 312 = .39744 Expected ratio on day one
124 / 312 = .39744 Current ratio on day one

Using the example numbers, the ratios for day two are:
150 / 455 = .32967 Expected ratio on day two
444 / 672 = .66071 Current ratio on day two

If the expected ratio is less than the current ratio, the Russians get bonus points. If the expected ratio is greater than the current ratio, the Germans get bonus points. If the ratios are equal, no bonus points are awarded.

Remember, the formula for calculating requisition points:
Day points + Bonus points + Previous day's unused requisition points
To complete the example, since the ratios are equal on day one, neither side gets bonus points. Consequently, the requisition points for each side are:
26 + 0 + 0 = 26 Russian day one requisition points
114 + 0 + 0 = 114 German day one requisition points

Since the current ratio is greater than the expected ratio on day two, the Russians get bonus points. The bonus points are calculated as follows:

((Russian current force strength / Expected ratio) - (German current force strength)) x .7
German bonus points are calculated as follows:
((German current force strength x Expected ratio) - (Russian current force strength)) x .7

So the Russian bonus points are calculated as follows:
((444/.32967) - 672) x .7 = 472

So the final requisition points for day two would be:
146 + 472 + 0 = 618 Russian day two requisition points
274 + 0 + 0 = 274 German day two requisition points

J. Getting Help from Microsoft Product Support Services

If you have a simple question and need an answer fast

Quickly find answers yourself online--Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to http://support.microsoft.com/support.

If your question is urgent and more complex

Telephone Microsoft Product Support Services--Work with a support engineer to solve your issue through the following options.
Standard No-Charge Support--for help during business hours--Microsoft offers unlimited support at no-charge. You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday - Friday, excluding holidays.

In the U.S.: (425) 637-9308 6:00 A.M. - 6:00 P.M. Pacific time

In Canada: (905) 568-3503 8:00 A.M. - 8:00 P.M. eastern time

If your Microsoft product was preinstalled or shipped with your personal computer, you are not eligible for Standard No-Charge Support from Microsoft and must contact your computer manufacturer for support. For phone numbers, please refer to the documentation that came with your computer.

Pay-Per-Incident Support--for help after hours or to supplement Standard Support--If you need help after hours or are not eligible for Standard No-Charge Support, you can purchase Pay-Per-Incident Support. Support fees will be billed to your VISA, MasterCard, or American Express card.

In the U.S.: (800) 936-5600. Cost: $15 US per incident. Available: 24 hours a day, seven days a week, including holidays.

In Canada: (800) 668-7975 Cost: $45 CDN plus tax per incident. Available: 8:00 A.M. - 8:00 P.M. eastern time, Monday - Friday, excluding holidays

If your question isn't urgent

Send e-mail to a Microsoft Product Support Engineer--Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Submit a question at http://support.microsoft.com/support using one of the following options:

Standard No-Charge Web Response--Submit unlimited support incidents as described in the Standard No-Charge Support section above.

Pay-Per-Incident Web Response--Submit your question for a fee of $15 US.

For additional support needs

If you don't have access to the Internet--FastTips is a fax-back service providing Knowledge Base articles and answers to common questions. (800) 936-4100.

If you need support services for a business--Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses. To learn which account meets your needs, go to http://www.microsoft.com/support. Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

If you need on-site, multivendor, or proprietary product support--Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors. For more information about MCSPs, call (800) 765-7768 or visit http://www.microsoft.com/mcsp. For more information about ASCs, contact your Microsoft account representative, or visit http://www.microsoft.com/enterprise/asc.htm.

If you need text telephone (TTY/TDD--Available Monday - Friday, excluding holidays. In the United States, call (425) 635-4948, 6:00 A.M. - 6:00 P.M. Pacific time. In Canada, call (905) 568-9641, 8:00 A.M. - 8:00 P.M. eastern time.

If you need support outside the United States and Canada

The services and prices listed here are available in the United States and Canada only. Support outside the United Sates and Canada may vary. Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

Microsoft Product Support Services Worldwide--If you are outside the United States and have a question about a Microsoft product, first:

   *Check the information in this Readme file or product manual.
   *Check the readme files that come with your product disks. These files
    provide general information that became available shortly before the
    product was released.
   *Go to Support Online at http://support.microsoft.com/support/.

If you cannot find a solution, you can receive information on how to obtain technical support by contacting the Microsoft subsidiary office in your area.

Important--Phone numbers for Microsoft Subsidiaries are subject to change. For the most recent listing, please see the options and phone number section on the Support Online web site at http://www.microsoft.com/support. If there is no Microsoft subsidiary office in your country, please contact the establishment from which you obtained your Microsoft product.

Argentina
Microsoft de Argentina S.A.
Customer Service: (54) (1) 316-4600
Fax: (54) (1) 316-1922
Technical Support Phone: (54) (1) 316-4664

Armenia
See Russia

Australia
Microsoft Pty. Ltd.
Phone: Products and Services 13 20 58
Fax: (61) (02)9870-2285
Sales Information Centre: (61) (02) 9870-2100

Internet://www.microsoft.com.au/Australia
Technical Support:
Phone: (61) (02) 9870-2131
Fax: (61) (02) 9805 0519

Austria
Microsoft Ges.m.b.H.
Phone: (+43) 1 610 64 -0
Fax: (+43) 1 610 64 -200
Information: 0660-6520
Prices, updates, etc.: 0660-6520
Standard Support:
Installation and Handling: 01 50222-2255
General information about Support Network in Central Europe:
FAX: 01805-251191

Azerbaijan
See Russia

Belgium
Microsoft NV
Phone: +32-2-730 39 11
Fax: +32-2-726 96 09
Microsoft Support Network Info. Center: 0800 18307
TechNet Subscription: +353 1 703 8738
MSDN Subscription: +353 1 708 8690
Microsoft Information Center: +32-2-481 52 52
Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 bd, 8N1, ANSI)
Technical Support:
+32-2-513 32 74 (Dutch speaking)
+32-2-502 34 32 (English speaking)
+32-2-513 22 68 (French speaking)
Internet: www.microsoft.com/benelux/support

Belorussia
See Russia

Bolivia
See Uruguay

Brazil
Microsoft Informatica Ltda.
Phone: (55) (11) 5514 -7100
Fax: (55) (11) 5514 - 7106/5514-7107
Technical Support:
Phone: (55) (11) 5506-8087
Fax: (55) (11) 5506-7621
Automatic Fax: (55) (11) 5506-8506
Technical Support Bulletin Board Service: (55) (11) 5506-1234
Customer Support: (55) (11) 822-5764
Customer Services Fax: (55) (11) 822-6227

Canada
Microsoft Canada Co.
Head Office Phone: 1 (905) 568-0434
Customer Information Centre: 1 (800) 563-9048
Technical Support:
Desktop Systems including Microsoft Windows 95: (905) 568-4494

Microsoft Office and Office Components: (905) 568-2294
Other Standard Technical Support: (905) 568-3503
Priority Support Information: (800) 668-7975
Text Telephone (TTY/TDD) (905) 568-9641
Technical Support Bulletin Board Service: (905) 507-3022

Caribbean
Microsoft Caribbean, Inc.
Phone: (809) 273-3600
Fax: (809) 273-3636
Technical Support: (408) 953 8086
Support E-Mail: mscarsup@microsoft.com
Customer Service: (800) 297 5982 for area codes 787 & 809 only
Customer Service E-mail: msccatus@microsoft.com

Central America
Technical Support: (506) 298 2020
Support E-Mail: mscasup@microsoft.com
Customer Service: (506) 298 2000
Customer Service E-mail: msccatus@microsoft.com

Chile
Microsoft Chile S.A.
Phone: 56-2-330-6000
Fax: 56-2-330-6190
Customer Service: 56-2-800-330600
Personal Operating System and Applications:
Phone: 56-2-330-6222
Fax: 56-2-341-1439

People's Republic of China
Microsoft (China) Co. Ltd
19th Floor, Metro Tower
No. 30 Tian Yao Qiao Road,
Shanghai, 200030, P.R.C.
Phone: 011-86-21-64691166; 011-86-21-64691188
Fax: 011-86-21 64691188 Ext. 6988

Colombia
Microsoft Colombia
Phone: (571) 618 2245
Fax: (571) 618 2269
Technical Support:
Línea de Respuesta Microsoft
Phone: (571) 5230022
Fax: (571) 5231220
Voice Mail: (571) 5034216

Croatia
Microsoft Hrvatska d.o.o.
Phone: (+385) (1) 304 555
Fax: (+385) (1) 335 051
Technical Support: (Please, contact the subsidiary.)

Czech Republic
Microsoft s.r.o.
Phone (+42) (2) 611 97 111
Fax: (+42) (2) 611 97 100

Technical Support: (+420) (2) 2150 3222

Denmark
Microsoft Denmark
Phone: (45) 44 89 01 00
Fax: (45) 44 68 55 10
Technical Support:
Phone: (45) 44 89 01 11
Microsoft Sales Support: (45) 44 89 01 90
Microsoft FastTips: (45) 44 89 01 44
(Document 303030 in FastTips contains detailed instructions)
Microsoft MSDL (BBS): (45) 44 66 90 46

Dominican Republic
See Central America

Dubai
Microsoft Middle East
Phone: (971) 4 513 888
Fax: (971) 4 527 444
Technical Support:
Personal Operating Systems and Desktop Applications ONLY:
Phone: (971) (4) 524 488
Fax: (971) (4) 524 495
email: mts@emirates.net.ae
Priority Support Information: (971) (4) 555 752
Customer Service Center:
(Version upgrade / TechNet and MSDN subscription)
Phone: (971) (4) 655 082
Fax: (971) (4) 655 097

Ecuador
Corporation Microsoft del Ecuador S.A.
Phone: (593) 2 460-447, (593) (2) 460-451
Customer Service: (593) (2) 460-453, (593) (2) 460-458
Technical Support: (593) (2) 463-094

Egypt
Microsoft Egypt
Phone: +202-594 2445
Fax: +202-594 2194
Technical Support:
Personal Operating Systems and Desktop Applications ONLY:
Phone: (202) 261 3991 / 6
Fax: (202) 403 2718

England
See United Kingdom

Estonia
See Germany
Technical Support: (+372) 650 49 99

Finland
Microsoft OY
Phone: +358-(0)9-525 501
Fax: +358-(0)9-878 8770
Technical Support:

Phone: +358-(0)9-525 502 5026
Standard +358 (0) 9-525-502-500
Priority: +358 (0) 9-525-502-20
Premier: +358 (0) 9-525-502-03
Microsoft MSDL: +358-(0)9-878 77 99
(Information in Swedish and English): +358 (0) 9-455-03-66
Microsoft FastTips: +358-(0)9-525 502 550
(Information in Swedish and English)

France
Microsoft France
Phone: (33) 01 69-86-46-46
Fax: (33) 01 64-46-06-60
Telex: MSPARIS 604322
Technical Support:
Phone: (33) 01-69-86-10-20
Fax: (33) (01) 69-28-00-28

French Polynesia
See France

Georgia
See Russia

Germany
Microsoft GmbH
Phone: 089/3176-0
Fax: 089/3176-1000
Telex: (17) 89/83 28 MS GMBH D
Information: 089/3176 1199
Prices, updates, etc.: 08105-25-1199
Internet: www.microsoft.com/germany
Standard Support:
Installation and Handling: 01805/67 22 55
General information about Microsoft support in Central Europe:
Fax: 1805-25-1191

Greece
Microsoft Hellas, S.A.
Phone: (30)(1) 6806-775 through (30)(1) 6806-779
Fax: (30)(1) 6806-780
Technical Support:
Phone: (30) (1) 9247-030
Fax: (30) (1) 9215-363
Hong Kong SAR, PRC
Microsoft Hong Kong SAR, PRC Limited
Fax: (852)2560-2217
Product support Faxback Service: (852)2535-9293
Microsoft Club Hotline: (852)28044277
Technical Support: (852) 2804-4222

Hungary
Microsoft Hungary
Microsoft Magyarország Kft.
Phone: +36 (1) 327-2800
Fax: +36 (1) 327-2899
Technical Support: +36 (1) 267-4636 (2MSINFO)

Iceland
See Denmark

Ireland
See United Kingdom

India
Microsoft India
Phone: (011) (91) (80) 559 5733, (011) (91) (11) 646 0767, 646 0694
Fax: (011) (91) (80) 559-7133, (011) (91) (11) 647- 4714

Indonesia (SP)
Microsoft Indonesia - Jakarta
Technical Support:
Phone: 62 21 570 42 54
Fax: 62 21 520 81 22

Israel
Microsoft Israel Ltd.
Phone: 972-3-613-0833
Fax: 972-3-613-0834

Italy
Microsoft SpA
Phone: (39) (2) 7039-21
Fax: (39) (2) 7039-2020
Microsoft Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600
Microsoft by Fax (Fax-on-demand service): (39) (2) 70-398-888
Customer Service (New product info, product literature): (39) (2) 70-398-398
Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388
Technical Support: (39) (2) 70-398-398
Microsoft Consulting Service: (39) (2) 7039-21

Japan
Microsoft Company Ltd.
Technical Support (Standard Support): (81) (424) 41-8700
(Technical Support options/ Support Contract)
Phone: 0120-37-0196 (toll free domestic only)
Channel Marketing Information Center:
(Presales Product Support)
Tokyo Phone: (81) (3) 5454-2300
Osaka Phone: (81) (6) 245-6995
Customer Service Phone:
(Version upgrade/Registration)
Phone: (81) (48) 226-5500
Fax: (81) (48) 226-5511

Kazakhstan
See Russia

Kirgizia
See Russia

Korea
Microsoft CH
Phone: (82) (2) 531-4500
Fax: (82) (2) 531-1724
Customer Service: 080-022-7337 (toll free domestic only)

Technical Support:
Office Technical Support: (82) (2) 508-0040
Windows Technical Support: (82) (2) 563-0054
Developer Technical Support: (82) (2) 566-0071
Microsoft FastTips: (82) (2) 3453-7555
Support Sales: (82) (2) 531-4544

Latin America
Microsoft
Latin American Headquarters (U.S.A.)
Phone: (305) 489-4800
Fax: (305) 491-1616
Customer Service: (425) 936-8661
Technical Support: (214) 714-9100
http://www.microsoft.com/latam/soporte

Liechtenstein
See Switzerland (German speaking)

Luxembourg
Microsoft NV
Phone: +32-2-730 39 11
Microsoft Support Network Info. Center +31-800-9977-57
TechNet Subscription: +353-1-703 8738
MSDN Subscription: +353-1-708-8690
Microsoft Information Center: +32-2-481 52 52
 Bulletin Board: +32-2-726 85 45
(1200/2400/9600/14400 bd, 8N1, ANSI)
Technical Support:
+32-2-513 32 74 (Dutch speaking)
+32-2-502 34 32 (English speaking)
+32-2-513 22 68 (French speaking)
Web: www.microsoft.com/benelux/support

Malaysia (SP)
Microsoft (Malaysia) Sdn Bhd:
Phone: (60-3) 793-9595
Fax: (60-3) 791-6080

México
Microsoft México, S.A. de C.V.
267-2110 Atencion a Distribuidores
265-3380 Atencion a Clientes
265-3399 Soporte Sistemas Operativos y Applicaciones de Escritorio
267-2190 Soporte de Servidores y Herramientas de Desarrollo
Fast Tips: (52)(5) 2612199
Microsoft BBS 628-6200/02 MSMEXICO sin password

Morocco
Microsoft Afrique Du Nord
Phone: (212) 2 47 10 72
Fax: (212) 2 47 10 86

Netherlands
Microsoft BV
Phone: 023-5689189
Customer Service: 023-5677700
Microsoft Support Network Info Centre: 0800 099 7757

TechNet Subscription: 0800 022 6801
MSDN Subscription: 0800 022 7261
Bulletin Board: 023-5634221
(1200/2400/9600/14400bd, 8N1, ANSI)
Technical Support:
023-5677877 (Dutch speaking)
023-5677853 (English speaking)
Web: www.microsoft.com/benelux/support

New Zealand
Microsoft New Zealand Ltd
Phone: 64 (9) 357-5800
Fax: 64 (9) 358-3726
Technical Support:
Phone: 64 (9) 357-5575
Fax: 64 (9) 307-0516 and 357-5577

Northern Ireland
See United Kingdom

Norway
Microsoft Norway AS
Phone: +(47) 22 02 25 00
Fax: +(47) 22 95 06 64
Technical Support:
Standard: +(47) 22 02 25 50
Priority: + (47) 22 02 25 45
Premier: + (47) 22 02 25 46
Microsoft Sales Support: +(47) 22 02 25 80
Microsoft MSDL: +(47) 22 18 22 09
Microsoft FastTips: +(47) 22 02 25 70
(Document 404040 in FastTips contains detailed instructions)

Panama
Technical Support: (506) 298 2020
Support E-mail: mscasup@microsoft.com
Customer Service: (506) 298 2000
Customer Service E-mail: msccatus@microsoft.com

Papua New Guinea
See Australia

Paraguay
See Uruguay

Peru
Centro de Servicio al Cliente
Central de Soporte: (51) (1) 422- 4116
Fax: (51) (1) 221 9052
Central de Informacion (51) (1) 242-5980
Fax: (51) (1) 447 8591

Philippines (SP)
Microsoft Philippines
Phone: 632 811 0062
Technical Support:
Phone: 632 892 2295/2495 and 632 813-2494
Fax: 632 813 2493

Poland
Microsoft Sp. z o.o.
Phone: +(48-22) 661-54-00
Fax: +(48-22) 661-54-34
Information Service: +(48-22) 865-99-33
Technical Support: +(48-22) 865-99-66

Portugal
Microsoft Portugal MSFT, Lda.
Phone: (351) 1 4409200
Fax: (351) 1 4412101
Technical Support:
Standard Support: (351) 1 4409280/1/2/3
Fax: (351) 1 4411655

Puerto Rico
Technical Support: (408) 953 8086
Support E-Mail: mscarsup@microsoft.com
Customer Service: (800)297 5982 for area codes 787 & 809 only
Customer Service E-mail: msccatus@microsoft.com

Republic of Ireland
See United Kingdom

Romania
Microsoft s.r.l.
Phone: (+40) (1) 222 90 16
Fax: (+40) (1) 222 90 12
Technical Support: (+40) (1) 312 09 48

Russia
Microsoft Z.A.O.
Microsoft Information Center: (095) 916 7171
Russia: 125252
Moscow: Postbox 70
Technical Support:
Moscow (095) 745-54-45
St.-Petersburg: (812) 118-36-36
Novosibirsk (3832) 119-019
Web: www.microsoft.com/rus/

Scotland
See United Kingdom

Saudi Arabia
Microsoft Saudi Arabia
Phone: +966-1-488-1165
Fax: +966-1-488-1576
Technical Support:
(Personal Operating System and Desktop Applications only):
Phone: 800 124 0500
(toll free within Saudi Arabia)
Fax: 966-1-4740576

Singapore
Microsoft Singapore Pte Ltd
Phone: (65) 337-6088

Fax: (65) 337-6788
Customer Services:
Phone: (65) 324-5255
Fax: (65) 324-6181
Product Support Services:
Phone: (65) 378-3600
Fax: (65) 378-3662

Slovenia/Slovenija
Microsoft d.o.o.
Phone: (+386) (61) 1800 8-00
Fax: (+386) (61) 1800 822
Technical Support: (+386) (61) 185 3449

Slovak Republic
Microsoft Slovakia s.r.o.
Phone (+421) (7) 37 63 02
Fax: (+421) (7) 37 66 71
Technical Support: (+421) (7) 531 20 83

South Africa
Microsoft South Africa
Phone: (27) 11 445 0000
Fax: (27) 11 445 0046
Technical Support:
(Toll Free): 0 802 11 11 04
(Toll): (27) 11 445 0000
Fax: (+27) 11 445-0343

South East Africa and Indian Ocean Islands
See South Africa

Spain
Microsoft Iberica SRL
Phone: (34) 1-807-9999
Fax: (34) 1-803-8310
Technical Support: (34) 1-3754004
Customer Service: (34) 1-3754004
From Spain Only: 902-187 198
Fax Back telephone: (34) 1-3754004

Sweden
Microsoft AB
Phone: +46-(0)8-752 56 00
Fax: +46-(0)8-750 51 58
Technical Support:
Standard: +46-(0) 8- 752 09 29
Priority: +46 (0) 8 751 09 80
Premier: +46 (0) 8 632 57 01
Sales Support: +46-(0)8- 752 56 30
Microsoft MSDL: +46-(0)8-750 47 42
Microsoft FastTips: +46-(0)8-752 29 00
(Document 202020 in FastTips contains detailed instructions)

Switzerland
Microsoft AG
Phone: 01-839 61 11
Fax: 01-831 08 69

Customer Service: 0848-858-868
Documentation:
Phone: 0800-55-59-00
Fax: 01 311-72-27, Microsoft Info-Service, Postfach, 8001 Zürich
Standard Technical Support:
(German speaking) Installation and Handling: 0848 80 - 2255
Standard Technical Support:
(French speaking): 022-738 96 88
General information about Microsoft Support in Central Europe:
Tel. 0848-80-2330
Internet: www.microsoft.com/switzerland

Tadzhikistan
See Russia

Taiwan Region
Microsoft Taiwan Region Corp.
Phone: (886) (2) 504-3122
Fax: (886) (2) 504-3121
Technical Support: (886) (2) 508-9501

Thailand
Microsoft (Thailand) Limited
Phone: (662) 266-3300
Fax: (662) 266-3310
Product Support:
Phone: (662) 613-7208 through 11
Fax: (662) 613-7198

Turkey
Microsoft Turkey
Phone: 90 (212) 258 59 98
Fax: 90 (212) 258 59 54
Support Hotline:
Phone: 90 (212) 258 96 66
Fax: 90 (212) 258 95 99
Bulletin Board Service: 90 (212) 227 93 90

Turkmenistan
See Russia

United Kingdom
Microsoft Limited
Fax: (0870) 60 20 100
Phone: (0870) 60 10 100
Microsoft KeyData:
(Bulletin Board Service)
 (0870) 50 30 200 (up to 28.8Kbaud, n, 8, 1)
Microsoft KeyFax:
(Faxback Information Service)
(0870) 50 30 100
Technical Support:
Desktop Applications, Home Products, Desktop Systems and hardware:
0870 50 10 100
Developer Products: 0870 50 10 200
Business Systems: 0870 50 10 300
Customers phoning from Ireland should dial 706 5353 for technical support.
Minicom Line 0870 50 30 400

Pre-Sales Information: Microsoft Connection (0345) 00 2000

Uruguay
Technical Support:
Phone: (598) (2) 774934
Fax: (598) (2) 774935

Uzbekistan
See Russia

Venezuela
Corporation MS 90 de Venezuela S.A.
Other information: (582) 265-9922
Fax: (582) 265-0863
Technical Support: (582) 993-6755

Wales
See United Kingdom

Thank you for choosing Microsoft Close Combat III: The Russian Front.