Question: I think my stats might have been altered by a hacker. Is there anything I can do?

Answer: When playing *Call of Duty: Modern Warfare* online, it is highly recommended that you play in Public Matches, or that you only play with players you know and trust when playing in Private Matches. Accepting Private Match invitations from players you don't know and trust might place you in a hacked lobby, which can leave you vulnerable to having your stats artificially padded, or boosted.

Please note: Having your stats knowingly or unknowingly boosted by a hacker might lead to your stats being damaged beyond restoration, and might also be grounds for a ban.

Call of Duty: Modern Warfare marks the return of Special Ops, a collection of expansive, interconnected Operations that pick up where the Campaign story concludes, and Missions that challenge individual skills and abilities. As part of a joint force of Allegiance and Coalition operators led by Kate Laswell (CIA) and Sergeant Kamarov (FSB), you and your squad mates must stop and sever a global terror organization's access to weapons, funds, intelligence, and hardware.

Special Ops is available to all players on all platforms at launch.

Question: How can I report a player in *Call of Duty: Modern Warfare*?

Answer: If you suspect that a player is cheating, or you feel a player is using language or a customization that you find offensive, you can report the player within the game.

To report a player from the Multiplayer menu:

1. Press **Y (Xbox)** or △ **(PlayStation)** to open the Social menu, or select the **Social** tab on PC.
2. Select **Recent Players**.
3. Highlight the player you wish to report and press **A (Xbox)** or **X (PlayStation)**, or select the player on PC.
4. Select **Report Player**.
5. Choose one of the available options.

Please note: If you choose to report a player who is on your Friends list, be sure to remove that player from your Friends list.

We take these issues very seriously, and we appreciate your bringing cheaters and offensive players to our attention. Your report will be reviewed, and we will take appropriate actions if

necessary. *Due to confidentiality, we cannot provide updates or actions taken as a result of your report.*

Below is Infinity Ward's posted Security & Enforcement Policy for *Call of Duty: Modern Warfare*. All infractions undergo a thorough review process by the Infinity Ward security team before enforcement, and penalties are not subject to further review.

Definitions

A **minor offense** is one in which no quantifiable damage has been done to another player or the game community at large.

Temporary suspensions can range from 48 hours to two weeks or longer, depending on the severity of the infraction.

Permanent suspensions are lasting and final.

An **extreme offense** is one in which a player has caused detriment to other players or has organized large groups of players to commit additional offenses.

Use of Unauthorized Third Party Software for Modding/Hacking

Any user who utilizes unauthorized third-party software to gain an unfair advantage, manipulate stats, and/or manipulate game data is subject to penalty. Unauthorized third-party software includes, but is not limited to, aimbots, wallhacks, trainers, stats hacks, texture hacks, leaderboard hacks, injectors, or any other software used to deliberately modify game data on disk or in memory.

- **First offense:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.
    - **Console users** who modify their hardware or profile data will also be reported to console manufacturers.
    - **PC users** on Battle.net will be reported to the Battle.net enforcement team.

Pirated Content

Any user who illegally acquires *Call of Duty: Modern Warfare* content is subject to penalty.

- **First offense:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.
    - **Console users** in possession of illegally acquired content will also be reported to console manufacturers.
    - **PC users** on Battle.net will be reported to the Battle.net enforcement team.

Unsupported Peripheral Devices and Applications

Any user who utilizes an unsupported external hardware device or application to interact with the game and use for cheating is subject to penalty. Unsupported peripheral devices and applications include, but are not limited to, modded controllers, IP flooders, and lag switches.

- **Minor offense:** User will be temporarily suspended from playing the game online, will have their stats and emblems reset and will have their leaderboard entries deleted.
- **Extreme or repeat offenses:** User will be permanently suspended from playing the game online, will have their stats and emblems reset, and will be blocked permanently from appearing in leaderboards.

Boosting

Any user who colludes with another user to exploit the game for the purpose of gaining XP, prestige, game score, weapon level, or in-game unlock is subject to penalty.

- **First offense:** User will be temporarily suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will have their leaderboard entries deleted.
- **Extreme or repeat offenses:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.

Glitching

Any user who abuses an exploit in game code or other established rule of play is subject to penalty. An example includes, but is not limited to, using a hole in the map geo to intentionally go outside of the map boundary.

- **First offense:** User will be temporarily suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, will have online split-screen privileges revoked, and will have their leaderboard entries deleted.

- **Extreme or repeat offenses:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.

Griefing

Any user who purposefully prevents another player from playing the game as intended by exploit or repeated unsportsmanlike behavior, such as intentional friendly fire, is subject to penalty.

- **First offense:** User will be temporarily suspended from playing the game online with teammates, will have their stats, emblems, and weapon customizations reset, and will have their leaderboard entries deleted.
- **Extreme or repeat offenses:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.

Offensive Behavior

Any user who is found to use aggressive, offensive, derogatory, or culturally charged language is subject to penalty. Cyber-bullying and other forms of harassment are considered extreme offenses and will result in the harshest penalty.

- **First offense:** User will be temporarily suspended from playing the game online.
- **Second offense:** User will be temporarily suspended from playing the game online and will have party privileges in the game revoked.
- **Extreme or repeat offenses:** User will be permanently suspended from playing the game online, will have their stats, emblems, and weapon customizations reset, and will be blocked permanently from appearing in leaderboards.

Improperly Obtained Downloadable/Unlockable Content

Users that are found to have inventories containing content obtained outside of normal gameplay are subject to penalty. Penalties will not be issued for content obtained by gifting, social means, customer service intervention, and/or promotional events.

- **First offense:** Users will be temporarily suspended from using the inventory system, and a full inventory reset will be issued.
- **Extreme or repeat offenses:** Users will be permanently suspended from using the inventory system and a full inventory reset issued.

Decompiling or Reverse Engineering of Game Data

Any user who is found to be decompiling or reverse engineering game code or data on disk or in memory is subject to penalty. To "Decompile" or "Reverse Engineer" the software is a breach of EAULA section 3 condition 7. "You agree that you will not do, or allow, any of the following:… (7) subject to applicable laws, reverse engineer, derive source code, modify, decompile, disassemble, or create derivative works of the software."

- **First offense:** User will be permanently suspended from playing the game online, will have their stats reset, and will be blocked permanently from appearing in leaderboards.
    - **Console users** who modify their hardware or profile data will also be reported to console manufacturers.
    - **PC users** on Battle.net will be reported to the Battle.net enforcement team.

Question: My *Call of Duty: Modern Warfare* stats and rank or are lower than where they were the last time I played. What happened?

Answer: If your stats and rank become altered or modified outside of normal game mechanics, the *Call of Duty* servers will attempt to restore them using the most recently stored backup. This means that your stats and rank might not be exactly where they were before the reset occurred.

Question: What might have caused this?

Answer: Stats and rank issues can occur for a variety of reasons, including:

- **Playing on a Wi-Fi connection** — Wireless connections tend to be unstable and can lead to data loss.
- **Playing on a shared connection** — Data loss can occur over shared connections, such as institutional (school) or corporate networks.
- **Quitting matches early** — Data is routinely stored after each match. Leaving a match early can negatively impact data being saved from previous matches.
- **Exiting the game early** — Leaving the game before a Public Match is complete could impact data from previous matches.
- **Playing in Private Matches with players you don't know** — Accepting Private Match invitations from players you don't know can unknowingly enter you into a hacked lobby and/or leave you susceptible to corruption or loss of data.

Question: How can I ensure this doesn't happen?

Answer: Here are some best practices to protect your rank and stats:

- Always play Public Matches over a wired connection.
- Avoid playing on a shared connection.
- Always complete Public Matches.
- Only play Private Matches with players you know and trust.

Question: Is there any way to restore my rank and stats to their previous state?

Answer: Select your platform to contact us and request to have corrupted rank or stats restored.

Question: I think my stats might have been altered by a hacker. Is there anything I can do?

Answer: When playing *Call of Duty: Modern Warfare* online, it is highly recommended that you play in Public Matches, or that you only play with players you know and trust when playing in Private Matches. Accepting Private Match invitations from players you don't know and trust might place you in a hacked lobby, which can leave you vulnerable to having your stats artificially padded, or boosted.

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The introduction of crossplay on *Call of Duty: Modern Warfare* marks the first time in *Call of Duty* franchise history that players on PlayStation 4, Xbox One, and PC can play together. Along with this unified experience, crossplay also enables cross-progression, which means your progression in *Call of Duty: Modern Warfare* will carry over across all platforms linked to the same Activision/Call of Duty account.

The following information gives you an overview of how crossplay and cross-progression works and will help you add friends on other platforms and party up using Activision IDs.

Call of Duty: Modern Warfare introduces an all-new progression system that gives you a constant stream of rewards as you climb the ranks.

As you rank up, you will unlock loadout options, Killstreaks, and Field Upgrades through an initial series of **Enlisted Ranks**, earn permanent rewards and icons through **Seasonal Officer Ranks**, and unlock an arsenal of attachments and camos through **Weapon Levels**.

Call of Duty: Modern Warfare

We recommend players on Windows 10 use **Windows version 1809**. Use the standard Windows updating process to apply this Windows version to your PC.

If you're experiencing graphical issues in *Call of Duty: Modern Warfare*, be sure to install the applicable video card drivers listed below.

Nvidia

The recommended driver version for *Call of Duty: Modern Warfare* is **Game Ready Driver 440.97**. Bug fixes and optimizations have been done specifically for this version.

On Windows 7, driver version **Game Ready Driver 419.00** or above is required, though Game Ready Driver 440.97 is still recommended.

AMD

The recommended driver version for *Call of Duty: Modern Warfare* is **Radeon Software version 19.10.2**.

Intel

Intel Integrated GPUs are not supported in *Call of Duty: Modern Warfare*.

Check out the **Minimum and Recommended System Requirements for Call of Duty: Modern Warfare on PC**.

Please note: *Call of Duty: Modern Warfare cannot be played on Windows 8 as the operating system does not support DX12.*

Question: I received an error message saying that my video card drivers are out of date. How can I update my drivers?

Answer: One of the first things you should do when a game is having problems is ensuring that your computer's drivers and operating system are up to date. Out-of-date drivers and operating systems can lead to several issues that can negatively affect game performance.

A few things to note:

- Even new computers can have out-of-date drivers and operating systems because updates are released routinely.
- Some games and programs might run fine on a system with old drivers, but outdated drivers can still create technical issues with specific games or programs.

How do I update my video card drivers?

1. Press **Windows** + **R**.
2. Type "DxDiag" and click **OK**.
3. After the DirectX Diagnostic Tool loads, select the **Display** tab.
4. The video card's name and manufacturer are listed in the Device section. The current driver version is listed in the Driver section.
5. Visit the driver manufacturer's website to obtain the most up-to-date driver. Contact the driver manufacturer for assistance with updating the driver. If the computer is under warranty, contact the computer manufacturer.
   - **AMD Drivers**
   - **Nvidia Drivers**
   - **Intel Drivers**

The following system specifications for *Call of Duty: Modern Warfare* refer to desktop PCs. While some laptop PCs use graphics cards that align with the requirements below, they can be different models and are therefore not supported. Be sure to reference your PC owner's manual if you are unsure about your PC's specifications.

Please note: *In each of the lists below, the HDD references HD space of 175GB, which is the amount of space we recommend players keep available in order to download the post-launch content we'll be bringing to Call of Duty: Modern Warfare. At launch, the initial download will be smaller.*

Minimum Specifications

Here are the minimum specs needed to play *Call of Duty: Modern Warfare*:

OS: Windows 7 64-Bit (SP1) or Windows 10 64-Bit
CPU: Intel Core i3-4340 or AMD FX-6300
RAM: 8GB RAM
HDD: 175GB HD space
Video: NVIDIA GeForce GTX 670 / GeForce GTX 1650 or Radeon HD 7950
DirectX: Requires DirectX 12 compatible system
Network: Broadband Internet connection
Sound Card: DirectX Compatible

Recommended Specifications

Here are recommended Specs to run at 60FPS in most situations with all options set to medium:

OS: Windows 10 64 Bit (latest Service Pack)
CPU: Intel Core i5-2500K or AMD Ryzen R5 1600X processor
RAM: 12GB RAM
HDD: 175GB HD space
Video: NVIDIA GeForce GTX 970 / GTX 1660 or Radeon R9 390 / AMD RX 580
DirectX: Requires DirectX 12 compatible system
Network: Broadband Internet connection
Sound Card: DirectX Compatible

Recommended Specifications (additional)

Here are the recommended specs for use with Ray Tracing:

OS: Windows 10 64 Bit (latest Service Pack)
CPU: Intel Core i5-2500K or AMD Ryzen R5 1600X processor
RAM: 16GB RAM
HDD: 175GB HD space
Video: NVIDIA GeForce RTX 2060
DirectX: Requires DirectX 12 compatible system
Network: Broadband Internet connection
Sound Card: DirectX Compatible

Competitive Specifications

Here are the competitive specs to run at a high FPS for use with a high refresh monitor:

OS: Windows 10 64 Bit (latest update)
CPU: Intel i7-8700K or AMD Ryzen 1800X
RAM: 16GB RAM
HDD: 175GB HD space

Video: NVIDIA GeForce GTX 1080 / RTX 2070 SUPER or Radeon RX Vega^{64} Graphics
DirectX: Requires DirectX 12 compatible system
Network: Broadband Internet connection
Sound Card: DirectX Compatible

Ultra RTX Specifications

Here are the Ultra RTX specs to run the game at a high FPS in 4K resolution with Ray Tracing:

OS: Windows 10 64 Bit (latest Service Pack)
CPU: Intel i7-9700K or AMD Ryzen 2700X
RAM: 16GB RAM
HDD: 175GB HD space
Video: NVIDIA GeForce RTX 2080 SUPER
DirectX: Version 11.0 compatible video card or equivalent
Network: Broadband Internet connection
Sound Card: DirectX Compatible

What is Ray Tracing (PC)?

Ray tracing simulates the physical behavior of light to bring real-time, cinematic-quality rendering to even the most visually intense games.

What is NVIDIA Adaptive Shading?

For NVIDIA GeForce GTX 16 Series and RTX gamers on PC, NVIDIA Adaptive Shading adjusts the rate at which portions of the screen are shaded, meaning the GPU has less work to do, boosting overall performance.

What is NVIDIA Ansel?

NVIDIA Ansel is a powerful photo mode that enables you to take amazing in-game photos on PC during the Campaign from unique angles, which you can further customize with filters, tweaks, and other adjustments, before being optionally shared on social media, forums, or the Shot With GeForce website. Make sure to **download GeForce Experience** to take advance of Ansel in your game.

What is NVIDIA Highlights?

Highlights automatically captures key moments, clutch kills, and match-winning plays, ensuring that your best multiplayer gaming moments are automatically saved, which you can easily share online. Make sure to **download GeForce Experience** to take advantage of Highlights in your game.

Games can freeze or crash during gameplay for a variety of reasons. When the game freezes, you will need to quit the game and close the application, and then restart the game. In some instances, you might also need to reboot your console. If the game crashes, you will typically get kicked to the dashboard where you can simply restart the game.

For more troubleshooting tips and steps you can take to avoid future game interruptions, choose your platform below.

The Retail PC version of Call of Duty: Modern Warfare can only be activated in the region in which it was purchased.

Region 1 – United States, Canada, and Puerto Rico

Region 2 – Latin America and Caribbean

Anguilla	Chile	Honduras	Saint Kitts and Nevis
Antigua and Barbuda	Colombia	Jamaica	Saint Lucia
Argentina	Costa Rica	Mexico	Saint Martin
Aruba	Dominica	Montserrat	Saint Vincent & The Grenadines
Bahamas	Dominican Republic	Netherlands Antilles	Suriname
Barbados	Ecuador	Nicaragua	Trinidad and Tobago
Belize	El Salvador	Panama	Turks and Caicos Islands
Bermuda	Grenada	Paraguay	Uruguay
Bolivia	Guatemala	Peru	Venezuela
Brazil	Guyana	Puerto Rico	Virgin Islands (British)
Cayman Islands	Haiti	Saint Barthélemy	Virgin Islands (U.S.)

Region 3 – European Economic Area (EEA) and other European countries

Aland Islands	Finland	Italy	Poland
Albania	France	Jersey	Portugal
Andorra	French Guiana	Latvia	Reunion

Austria	French Polynesia	Liechtenstein	Romania
Belgium	Germany	Lithuania	San Marino
Bosnia and Herzegovina	Gibraltar	Luxembourg	Serbia
Bulgaria	Greece	Macedonia	Slovakia
Croatia	Greenland	Malta	Slovenia
Cyprus	Guadeloupe	Martinique	Spain
Czech Republic	Guernsey	Monaco	Sweden
Denmark	Hungary	Montenegro	Switzerland
Estonia	Iceland	Netherlands	United Kingdom
Falkland Islands (Islas Malvinas)	Ireland	New Caledonia	Vatican City
Faroe Islands	Isle of Man	Norway	

Region 4 – Russia and Commonwealth of Independent States (CIS)

Armenia	Kazakhstan	Mongolia	Turkmenistan
Azerbaijan	Kyrgyzstan	Russia	Ukraine
Belarus	Moldova	Tajikistan	Uzbekistan
Georgia			

Region 5 – Middle East and Africa

Afghanistan	Egypt	Malawi	Senegal
Algeria	Equatorial Guinea	Mali	Seychelles
Angola	Ethiopia	Mauritania	Sierra Leone
Bahrain	Gabon	Mauritius	Somalia
Benin	Gambia	Mayotte	South Africa
Botswana	Ghana	Morocco	Swaziland
Burkina Faso	Guinea	Mozambique	Tanzania
Cameroon	Iraq	Namibia	Togo
Cape Verde	Israel	Niger	Tunisia
Central African Republic	Jordan	Nigeria	Turkey
Comoros	Kenya	Oman	Uganda
Congo, The DRC	Kuwait	Palestine	United Arab Emirates
Congo Brazzaville	Lebanon	Qatar	Yemen

Congo Kinshasa	Lesotho	Rwanda	Zambia
Cote D'Ivoire	Liberia	Sao Tome and Principe	Zimbabwe
Djibouti	Madagascar	Saudi Arabia	

Region 6 – Asia and Oceania (excluding China)

American Samoa	Hong Kong	Marshall Islands	Samoa
Australia	India	Micronesia, Federated States of	Singapore
Bangladesh	Indonesia	Nepal	Solomon Islands
Bhutan	Japan	New Zealand	Sri Lanka
Brunei Darussalam	Korea, Republic of (South)	Northern Mariana Islands	Thailand
Cambodia	Laos	Pakistan	Taiwan
Cook Islands	Macau	Palau	Vanuatu
Fiji	Malaysia	Papua New Guinea	Vietnam
Guam	Maldives	Philippines	

Unsupported Regions

China	Iran	Myanmar (Burma)	Sudan
Cuba	Libya	North Korea	Syria