

# About The Crew 2

## QUESTION:

### What is there to know about the The Crew 2?

## ANSWER:

In this FAQ we put together some information on you may find useful.

[When can I play The Crew 2?](#)

[Which platforms is The Crew 2 available on?](#)

[What languages are supported in this beta?](#)

[How large is the installation of the game?](#)

[Do I need a Ubisoft Account?](#)

[Are there any specific platform requirements for The Crew 2?](#)

[Do I need an internet connection to play The Crew 2?](#)

[Do I need an Xbox Live Gold or PlayStation Plus membership to access the in-game features?](#)

These are the answers:

#### **When can I play The Crew 2?**

The Crew 2 will be released on June 29th, and will be available 3 days early for players who have pre-ordered the Gold Edition and the Motor Edition.

For further information about Play Early please see our [FAQ](#).

#### **Which platforms is The Crew 2 available on?**

The Crew 2 will be available on Xbox One, PlayStation 4 and PC.

#### **What languages are supported in The Crew 2?**

For an overview of the languages available in The Crew 2. please see our dedicated [FAQ](#) for more information.

#### **How large is the installation of the game?**

The download file is approximately of 30GB. Make sure you have enough space on your hard drive, and give yourself some time for the download by taking opportunity of the pre-load phases.

#### **Do I need a Ubisoft Account?**

Yes, a Ubisoft account is mandatory play the game.

#### **Are there any specific requirements for The Crew 2?**

We have created some FAQs with details of the technical requirements for The Crew 2, for [PC](#),

[Xbox One](#) and [PS4](#).

### **Do I need an internet connection to play The Crew 2?**

The Crew 2 being an always-connected living experience, an internet connection is required to play.

### **Do I need an Xbox Live Gold or PlayStation Plus membership to access the in-game features?**

To enjoy the multiplayer experiences in The Crew 2, you will require an active Xbox Live Gold or PS+ membership.

## **Supported controllers for The Crew 2**

### **QUESTION:**

### **Which controllers are available in the The Crew 2?**

### **ANSWER:**

The Crew 2 will support a variety of controllers to always adapt to your playstyle. Further customisation also are available to fine-tune your experience (vibration, steering linearity, throttle break dead zone etc.)

The following controllers have been tested with the game:

- Officially Supported
- Mouse + Keyboard
- Microsoft Xbox 360
- Microsoft Xbox One
- Microsoft Xbox One Elite
- Sony Playstation 4
- Steam Controller

## **Officially supported driving wheels:**

*Please note that additional devices may be compatible by default or with further setup.*

### **PC Wheels**

[PC] Fanatec ClubSport Wheel

[PC] Thrustmaster TX Racing Wheel

[PC] Thrustmaster T500 RS Racing wheel (with Ferrari GTE 458 Challenge Rim )

[PC] Thrustmaster T300RS Racing WHEEL

[PC] T500 RS Gear Shift  
[PC] Thrustmaster T100 (Thrustmaster F430 Force Feedback)  
[PC] Thrustmaster Ferrari Red Legend  
[PC] Logitech Driving Force GT  
[PC] Logitech G27  
[PC] Twin Wheel F1 Combo Wheel  
[PC] Simraceway SRW-S1  
[PC] Thrustmaster TS-PC Racer  
[PC] Logitech G920 Driving Force Racing Wheel  
[PC] Logitech G29 Driving Force Race Wheel + Logitech G Driving Force Shifter Bundle\*

*[Additional steps](#) are required for use.*

### **Xbox One Wheels**

[Xbox One] ThrustMaster Ferrari 458 Spider Racing Wheel – Xbox One  
[Xbox One, PC] Thrustmaster VG TX Racing Wheel Leather Edition Premium Official Xbox One Racing Wheel  
[Xbox One, PC] Thrustmaster TS-XW Racer - P310 Competition Mod  
[Xbox One, PC] Fanatec csl elite racing wheel Xbox One  
[Xbox One, PC] Thrustmaster TMX Pro  
[Xbox One, PC] Logitech G920 Driving Force Racing Wheel

### **PS4 Wheels**

[PS4] Logitech G29 Driving Force Race Wheel + Logitech G Driving Force Shifter Bundle  
[PS4/Xbox One] TH8A Add-On Shifter  
[PS4/PC] Thrustmaster T-GT  
[PS4/PC] Fanatec csl elite racing wheel PS4  
[PS4/PC] Thrustmaster T500 RS Racing wheel  
[PS4/PC] Thrustmaster T150

### **Officially supported Joysticks:**

[PC] Logitech Extreme 3D Pro Joystick for Windows  
[PC] Thrustmaster T16000M FCS Flight Pack - PC  
[Xbox One/PC] Thrustmaster, T.Filght Hotas One  
[PS4/PC] Thrustmaster T.Flight Hotas 4 Flight Stick for PS4 & PC  
[PS4/PC] Thrustmaster TFRP Flight Rudder Pedals for PC & Playstation 4

### **Connectivity issues in The Crew 2 on PS4**

#### **QUESTION:**

# I am experiencing issues with online features of The Crew 2 on PS4. What can I do?

## ANSWER:

If you experience lag, disconnections or other problems with the game's connectivity, there are a few steps you can try.

We will list them in this article, starting with the most basic ones. We recommend that you follow them in the order they are listed below.

Before diving into the thick of the troubleshooting, you should understand that your [Internet Service Provider \(ISP\) and the way you share the connection speed](#) plays a huge role in how you experience the game.

If you are connected via WiFi, please also bear in mind that you can maximise your gaming experience by [connecting via an Ethernet cable instead](#).

Additionally, if you have NAT related issues or questions, this [dedicated article](#) might shed some light on the situation.

## Here is the list of steps you can try:

Start by [testing your network connection](#). If the test shows that your connection is limited, try the following 5 steps to improve the connection.

### [Reset network hardware](#)

*This will allow your network hardware to re-establish a fresh connection to your ISP.*

### Enable UPnP

*Some players reported that this step helped them to fix their connectivity issue. UPnP stands for Universal Plug and Play and is a feature that allows applications to automatically forward ports. It can be toggled on or off in your router settings. Due to the number of different router models on the market we are not able to tell you exactly how to do this on your home router. We suggest that you consult the router's manual or contact your ISP if you are in doubt.*

### [Port forwarding](#)

*This will allow the communication from the game server to be channeled directly to the console and vice versa.*

These are the ports you need for *The Crew 2*:

**UDP:** 3000, 3001, 3002, 3003, 3004 Incoming / Outgoing

### [Place the console into the DMZ](#)

*A DMZ will prevent your router from blocking any internet traffic to your console.*

### [External restrictions](#)

*Check for other factors that may limit your ability to connect.*

This should solve your issue. If not, make sure that the ports needed for the PlayStation Network are also opened. You can find all the information you need to do this in the [PS4 manual](#).

## **Connectivity Issues in The Crew 2 On PC**

### **QUESTION:**

**I am experiencing issues with online features of The Crew 2 on PC. What can I do?**

### **ANSWER:**

If you experience lag, disconnections or other problems with the game's connectivity, there are a few steps you can try.

We will list them in this article, starting with the most basic ones. We recommend that you follow them in the order they are listed below.

Before diving into the thick of the troubleshooting, you should understand that your [Internet Service Provider \(ISP\) and the way you share the connection speed](#) plays a huge role in how you experience the game.

If you are connected via WiFi, please also bear in mind that you can maximise your gaming experience by [connecting via an Ethernet cable instead](#).

Additionally, if you have NAT related issues or questions, this [dedicated article](#) might shed some light on the situation.

### **Here is the list of steps you can try:**

#### [Reset network hardware](#)

*This will allow your network hardware to re-establish a fresh connection to your ISP.*

#### [Software conflicts](#)

*Make sure that no software running on your PC is affecting your ability to connect.*

## Enable UPnP

*Some players reported that this step helped them to fix their connectivity issue. UPnP stands for Universal Plug and Play and is a feature that allows applications to automatically forward ports. It can be toggled on or off in your router settings. Due to the number of different router models on the market we are not able to tell you exactly how to do this on your home router. We suggest that you consult the router's manual or contact your ISP if you are in doubt.*

## [Port forwarding](#)

*This will allow the communication from the game server to be channeled directly to the PC and vice versa.*

These are the ports you need for *The Crew 2*:

**TCP:** 80, 443, 13000, 14000, 14008

**UDP:** 3000, 3001, 3002, 3003, 3004 Incoming / Outgoing

## [Hosts file](#)

*Rule out that an outdated configuration blocks our connection.*

## [Flush DNS](#)

*Obtain an up to date IP address of the webservice you want to connect to.*

# Cropped Screen

## QUESTION:

**Part of my screen seems to be cropped. What can I do to fix the issue?**

## ANSWER:

# Xbox One players

If you play on Xbox One, you can try to the following to adjust your TV settings:

- Press *Xbox button* to access the main menu of your *Xbox One*
- Once you have access to the guide, move to the right and select *System*
- Next, select *Settings*, then *Display & Sound*
- You should now select the option for *Video Output*
- Move right to *Setup* section and select the option to *Calibrate TV*

You can now use the on-screen guide to adjust your TV settings for the best possible display for your Xbox One.

## **PS4 players**

PS4 owners may also try experimenting with some of the display options on their console. Please try changing the [Display Area setting](#) or the other [Video Output Settings](#)

If this doesn't alleviate the issue, it's possible that your screen isn't set up correctly to display the game. Changing your TV / screen settings may correct the situation.

The exact steps will depend on the brand and model of your screen or TV, but please try different:

- aspect ratio settings;
- display area settings;
- overscan setting;

Some screens also have a Zoom feature that, if enabled, could cause the screen to be cropped.

If you are unsure how to do this, please consult your screen's manual or manufacturer.

These steps should allow you to display the full game screen.

## **System requirements for The Crew 2**

**QUESTION:**

**What are the PC system requirements for The Crew 2?**

**ANSWER:**

To be able to play the game, we recommend you to check that you meet the following requirements.

### **Minimum configuration – 30 FPS:**

Resolution: 1080p  
Video Preset: Low

**OS:** Windows 7 SP1, Windows 8.1, Windows 10 (64-bit versions only)

**Processor:** Intel Core i5-2400s @ 2.5 GHz or AMD FX-6100 @ 3.3 GHz or equivalent\*

**Video card:** NVIDIA GeForce GTX 660 or AMD HD 7870 (2GB VRAM with Shader Model 5.0 or better)

**System RAM:** 8GB

## **Recommended configuration – 30 FPS:**

Resolution: 1080p

Video Preset: High

**OS:** Windows 7 SP1, Windows 8.1, Windows 10 (64-bit versions only)

**Processor:** Intel Core i5-3470 @ 3.2 GHz or AMD FX 6350 @ 3.9 GHz or equivalent\*

**Video card:** NVIDIA GeForce GTX 1050 (2GB) or GTX 760 (4GB) or AMD R9 270X (2GB) or better

**System RAM:** 8GB

## **Recommended configuration – 60 FPS:**

Resolution: 1080p

Video Preset: High

**OS:** Windows 7 SP1, Windows 8.1, Windows 10 (64-bit versions only)

**Processor:** Intel Core i5-4690k @ 3.5 GHz or AMD Ryzen 5 1600 @ 3.2 GHz or equivalent\*

**Video card:** NVIDIA GeForce GTX 1060 (6GB) or GTX 970 (4GB) or AMD RX 470 (8GB) or better

**System RAM:** 8GB

The Crew 2 is compatible with processors that do not include the AVX instruction set. The game will be entirely playable, with the only exception of the in-game video recording tool.

### ***Supported NVIDIA cards at time of release:***

*GeForce GTX600 series: GeForce GTX 660 or better*

*GeForce GTX700 series: GeForce GTX 760 or better*

*GeForce GTX900 series: GeForce GTX 950 or better*

*GeForce GTX10-Series: GeForce GTX 1050 or better*

### ***Supported AMD cards at time of release:***

*Radeon HD 7000 series: Radeon HD 7870 or better*

*Radeon 200 series: Radeon R9 270x or better*

*Radeon 300/Fury X series: Radeon R7 370 or better*

Radeon 400 series: Radeon RX 460 or better  
Radeon Vega series: any Radeon Vega series