

# CoJ: Gunslinger

An RYG Analysis

**Platform:** PC (Windows 7 only)  
**DRM:** Steamworks (Steam)  
**Digital Distributor:** Steam

**Developer:** Techland  
**Publisher:** Ubisoft Entertainment

## RYG's VERDICT

**67%** **SHOWS PROMISE & POTENTIAL**  
Between 65% and 84%

### 1a. Product Info

*Looking at how much information is provided on Call of Juarez: Gunslinger (CoJ: Gunslinger) on the Steam site prior and on release.*

- ✓ Call of Juarez: Gunslinger released globally on 23.05.2013
- ✓ Minimum and recommended specs provided
- ✓ Demo provided through [steampowered.com](http://steampowered.com)
- ✓ Advised Steamworks (Steam) DRM was to be used for CoJ: Gunslinger
- ✓ Advised how Steam DRM would activate the game through CoJ: Gunslinger
- ✓ EULA & Privacy Policy fully accessible on [steampowered.com](http://steampowered.com)
- ✓ Manual and Readme provided through [steampowered.com](http://steampowered.com)
- ✓ All game-related information can be found on [steampowered.com](http://steampowered.com)
  
- ✗ Available only on Windows

### 1b. Digital Dwnld

*Looking at Steam as a digital distributing service for PC games.*

- ✓ Available worldwide through [steampowered.com](http://steampowered.com)
- ✓ Minimum and recommended specs provided
- ✓ Advised Steamworks (Steam) DRM was to be used for CoJ: Gunslinger
- ✓ Advised how Steam DRM would activate the game through CoJ: Gunslinger
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds offered for pre-orders (EU ONLY!)
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account
  
- ✗ CoJ: Gunslinger is priced inconsistently across global regions
- ✗ Download / Client Manager is required, including for gameplay
- ✗ User account creation is required
- ✗ No refunds or exchanges for purchased games
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service

**Note:** Backing up Steam games "offline" can be found via. [PC-GamingWiki](http://PC-GamingWiki).

**Note:** Refer to Section 3, [Billing, Payment & Other Subscriptions](#) in respect to pre-order refunds for users living in the EU

**Note:** Difference in prices for CoJ: Gunslinger can be found via. [Steam Apps Database](#).

## 2. Privacy Policy

**Note:** 1,507 words found within Steam's Privacy Policy.

**See Also:** Relevant Sections: Collection of Information, Personally Identifiable Information and Use of Personally Identifiable Information.

**Note:** Privacy Policy was retrieved June 2013; Effective Date of Steam's Privacy Policy prior to this evaluation was August 2012.

## 3a. EULA (GAME)

**Note:** 1,197 Words found within CoJ: Gunslinger's EULA.

**Note:** Limited warranties, waivers of liability and indemnity are commonly found within many software EULAs and TOSs

- ✗ Account termination voids past purchases and licenses to play them
- ✗ Consumers prevented from disputing Steam TOS breaches made against them
- ✗ Can't review and question changes made to Steam TOS
- ✗ Past purchases voided after refusing to accept Steam TOS

*Looking at CoJ: Gunslinger's Privacy Policy through Steam*

- ✓ Privacy Policy found on [steampowered.com](http://steampowered.com)
  - ✓ Policy applies to Steam Client, Steamworks DRM and CoJ: Gunslinger
  - ✓ Easy to read, understand and is worded with clear consistency
  - ✓ Users visibly notified of any changes made to the Policy
  - ✓ "Personally-identifiable" and "non-personally identifiable" info are defined
  - ✓ Policy specifies what's are collected before and during gameplay
  - ✓ Info is stored in the US
  - ✓ Data centres are 100% safe and secure
  - ✓ Info is used solely for improving Steam's services only!
  - ✓ Visible opt-in / opt-out process
  - ✓ Users can access and modify their user account
  - ✓ Users can validate the info they've provided
  - ✓ Can request to have their data removed
  - ✓ Can review and query changes made to the Privacy Policy
- 
- ✗ Third parties not identified
  - ✗ Users have limited control over their Steam account
  - ✗ Users must accept ALL changes to the Policy before playing CoJ: Gunslinger

*Looking at CoJ: Gunslinger's EULA from Ubisoft Entertainment*

- ✓ EULA / TOS is found on [steampowered.com](http://steampowered.com)
  - ✓ EULA / TOS covers CoJ: Gunslinger and Steam DRM
  - ✓ Drafted to coincide with relevant consumer laws at the point of purchase
  - ✓ Terms and conditions for Steam DRM are clearly defined
  - ✓ Users can initiate legal action if the arbitration process fails
  - ✓ Users can criticise or provide criticism about the game without reprisals
- 
- ✗ Difficult to read, understand and is inconsistently worded
  - ✗ Users not visibly notified of any changes made to the EULA / TOS
  - ✗ Can't review and query changes made to the EULA / TOS
  - ✗ License to play the game only provided
  - ✗ No refunds or exchanges for purchased games
  - ✗ Circumvention of Steam DRM prohibited
  - ✗ Back-ups aren't permitted
  - ✗ CoJ: Gunslinger's source code isn't to be modified or reverse-engineered
  - ✗ Not permitted to create "mods"
  - ✗ Monitoring services / software are required to play CoJ: Gunslinger
  - ✗ Warranties waived (excluding physical merchantability warranties)
  - ✗ Cover waived against any unforeseeable damages, disruptions of service
  - ✗ Termination process dictated by Ubisoft Entertainment

## 3b. EULA (STEAM)

*Note:* 6,286 Words found in Steam's EULA.

*See Also:* Section 12, *Dispute Resolution / Binding Arbitration / Class Action Waiver*

## 4. Setup / Install

*Note:* Installing games through Steam to a different folder and drive can be done by altering the Steam shortcut to add "-dev" (via. [RPS](#))

## 5. Updates / Patching

## 6. DRM & Activation

*Note:* It is recommended that (new) users should install and update Steam first before installing CoJ: Gunslinger.

*Note:* CoJ: Gunslinger will only be connected to the following servers: Highwinds Networks, Limelight Networks and Valve.

*Looking at Steam Subscriber's Agreement through Steam.*

- ✓ EULA / TOS is found on steampowered.com
- ✓ EULA / TOS covers Steam DRM
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Won't blacklist specific background services or software
- ✓ Termination process is clear and transparent
  
- ✗ Difficult to read and understand
- ✗ Drafted to only abide by the laws of US in the state of California
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ Circumvention of Steam DRM prohibited
- ✗ Monitoring services / software are required to use Steam
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Arbitration process isn't freely-provided and requested by Valve
- ✗ Legal action is waived

*Looking at how CoJ: Gunslinger is installed on Windows PCs only.*

- ✓ Custom installation options are provided
- ✓ All files are installed within folders designated by users
- ✓ Steam DRM files installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 30 minutes
  
- ✗ No installation logs of files and registry keys

*Looking at how CoJ: Gunslinger is patched prior and after gameplay.*

- ✓ Can play the game unpatched
  
- ✗ No plans to sunset Steam DRM

*Looking at Steam DRM in relation to CoJ: Gunslinger and its effects on Windows PCs only.*

- ✓ Won't interfere with currently-executing background services or software
- ✓ Firewall and AV settings aren't modified or required to be modified
- ✓ Users are aware and advised on how CoJ: Gunslinger will be activated
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Only Steam DRM is implemented
- ✓ Unlimited hardware activations

See Also: How to play CoJ: Gunslinger in [offline mode](#).

## 7. Gameplay Experience

*Note:* Config files are found in the AppData\Local\techland\cojgunslinger\out\Settings folder. More info on editing files can be found on [PCGamingWiki](#).

- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided
- ✓ Activation is simple and hassle-free
- ✗ No instructions provided on the activation process
- ✗ Can't verify the safety and reliability of the activation process
- ✗ A non-transferrable user account is required
- ✗ Game is locked to specific account after activation

*Looking at the gameplay aspects of CoJ: Gunslinger and how it interacts with PC Windows.*

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Disc not required for gameplay
- ✓ Suitable options to modify video settings
- ✓ Can play with (Xbox360) console controller
- ✓ Can remap keys with keyboard / mouse
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Won't "phone home"
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ Can play error-free for more than 5hrs
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can modify ini files only
- ✗ Can only play on one PC at a time per game / account
- ✗ DRM and monitoring services will operate during and after gameplay

*Looking at whether CoJ: Gunslinger will modify certain PC settings without users permission / consent.*

- ✓ PC clean after scanning for viruses
- ✓ PC clean after scanning for malware and spyware
- ✓ PC clean after scanning for rootkits
- ✓ HOSTS wasn't modified
- ✓ Played CoJ: Gunslinger without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM and monitoring services running in the background
- ✓ System configuration files remain unaltered

*Looking at how clean, efficient and effective the removal process is for CoJ: Gunslinger (How much legacy material is there after the removal of CoJ: Gunslinger?)*

- ✓ Knowledgebase provided at Steam to remove all Steam files and registry keys
- ✓ Knowledgebase in removing game + DRM files is easy to understand

## 8. PC Cleanup

## 9. Removal Uninstall

**Note:** These files that do remain in PCs are held within the AppData\Local\techland\ folder.

# 10. Customer Support

## RYG's VERDICT

67%



- ✗ Will need to uninstall the game via. Control Panel
- ✗ Some files and registry keys related to CoJ: Gunslinger remain

*Looking at the customer support side of CoJ: Gunslinger through Steam*

- ✓ Customer service / support found in one place through steampowered.com
- ✓ Steam's forum on CoJ: Gunslinger is easy to use and navigate
- ✓ Searching on Steam's forum on CoJ: Gunslinger is direct and quick
- ✓ Info is easy to read and understand

## BARGAIN BIN MATERIAL

64% and below

## SHOWS PROMISE & POTENTIAL

Between 65% and 84%

## WORTH SUPPORTING

85% and above

*This will be 33 months since Ubisoft had decided to release a game through Steam without a requirement of a Uplay account, which is quite significant considering their intended stance in their DRM / piracy strategy. With this in mind CoJ: Gunslinger behaved no differently to any other Steam-exclusive game we've evaluated and, unsurprisingly, it posed little issues by way of purchase, download, installation, gameplay and removal.*

### Colophon

This analysis of CoJ: Gunslinger was compiled by Lisa and Martin Pham. Typeface used is ITC Stone Sans. RYG thanks Anna Henriksson, **Josh Bush**, **Ethan Lee**, **Adam Ames** and **David Hatch** for their insights and suggestions in the design of this analysis. CoJ: Gunslinger was graciously donated by members from RYG and we thank them.

### Disclaimer

These analyses are only a guide and represent RYG's perspective into CoJ: Gunslinger as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many. Again, we thank you for taking the time to read our analysis of CoJ: Gunslinger and hope you continue to support our work.

RYG is a user research and design studio for video game developers and publishers. Our focus is planning and designing games with a gamers'-first mentality through user and product research. RYG is led by a husband-and-wife team of Lisa and Martin Pham. RYG is operated in the heart of Sydney.

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