Crysis 3

Platform: PC (Windows 7 only)
DRM: EA Origin
Digital Distributor: PHYSICAL COPY ONLY!

Developer: Crytek
Publisher: Electronic Arts

RYG's VERDICT

51% BARGAIN BIN MATERIAL
64% and Below

1. Product Info

See Also: Full System Specs (including High-Performance Specs) can be found via. PC-GamingWiki.

Looking at how much information is provided on Crysis 3 on its website prior and on release.

- ✓ Minimum and recommended specs provided
- ✓ Advised EA Origin DRM was to be used for Crysis 3
- ✓ Advised how EA Origin DRM would activate the game through Crysis 3
- ✓ All game-related information can be found on store.origin.com

- ✗ Crysis 3 released after the sale of its console version
- ✗ Crysis 3 released with different global dates
- ✗ Available only on Windows
- ✗ Base game sold as multiple "editions" with varying selections of day-one DLCs
- ✗ Limited alpha/beta access only
- ✗ No Manual
- ✗ EULA / TOS is only found within the game (Privacy Policy is on www.ea.com)

Note: Links to EA's Product EU-LAs page is provided, but Crysis 3 EULA is not on there.

2. Privacy Policy

Note: 2,997 words found within Electronic Art's Privacy Policy.

Looking at Crysis 3's Privacy Policy found only through Electronic Art's official website.

- ✓ Privacy Policy found on www.ea.com and on the game
- ✓ Policy applies to Crysis 3 and EA Origin
- ✓ Policy specifies what info's collected before and during gameplay
- ✓ Info is used solely for customer support, internal research and advertising
- ✓ Visible opt-in / opt-out process
- ✓ Users can access their EA Origin account
- ✓ Users can modify their personal details on their EA Origin Account

- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Users not visibly notified of any changes made to the Policy
- ✗ "Personally-identifiable" and "non-personally identifiable" info are intertwined
- ✗ Not advised where the info is specifically stored
- ✗ Assurances of safety and security of information not provided

See Also: Section 1, *Introduction* and Section 7, *Where The Information Is Held?* where a level of care is described by EA, but later waived in respect to the level of security they have with the user info they possess.

- ✘ Third parties not identified
- ✘ Users have limited control over their gameplay info
- ✘ Users can't validate what they've provided
- ✘ User data is retained by Electronic Arts for an extended period of time
- ✘ Can't review and query changes made to the Privacy Policy
- ✘ Users must accept all changes made to the Policy before playing Crysis 3

3. EULA TOS

Note: 2,417 words found in Crysis 3's EULA (For EU); 4,473 words found in Crysis 3's "Standard" EULA.

Note: The Software is provided "As Is" clause is not found within this version of the EULA.

Looking at Crysis 3's End User License Agreement. **Note: EU Version was analysed.** *Please refer to Dead Space 3 report for full analysis of EA's Standard EULA.*

- ✓ EULA / TOS covers Crysis 3 and EA Origin DRM
- ✓ Drafted to coincide with relevant copyright & consumer laws
- ✓ Terms and conditions for EA Origin DRM are clearly defined
- ✓ Won't blacklist specific background services or software
- ✓ All warranties provided
- ✓ Termination process is clear and transparent
- ✓ Fair, impartial and freely-provided arbitration process is provided
- ✓ Users can initiate legal action if the arbitration process fails
- ✓ Users can criticise or provide criticism about the game without reprisals

- ✘ EULA / TOS is only found within the installation and game of Crysis 3
- ✘ 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
- ✘ Refunds or exchanges for purchased games not explained in full
- ✘ Replacement copies not explained in full
- ✘ Circumvention of EA Origin DRM prohibited
- ✘ Back-ups aren't permitted
- ✘ Crysis 3's source code isn't to be modified or reverse-engineered
- ✘ Not permitted to create "mods"
- ✘ Monitoring services / software are required to play Crysis 3

4. Setup / Install

Note: Crysis 3 will require 14 Gb of users HDD space to play.

Looking at how Crysis 3 is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed just under 60 minutes

- ✘ No installation logs of files and registry keys
- ✘ Extra files found in /AppData/ and /ProgramData/

5. Updates / Patching

Looking at how Crysis 3 is patched prior and after gameplay.

Note: First time users of EA Origin will require a 50Mb update.

Note: Users will need to download a 40Mb day-one patch.

✓ No other DRM files or registry keys are installed

✗ Automatic updates are mandatory
✗ Day-one patch required
✗ Requires ALL patches to play Crysis 3
✗ Patches only installed via. automatic updates
✗ Details of patches not provided / provided prior to installation
✗ Notifications not provided for availability of game patches
✗ Changes to the Privacy Policy and/or EULA / TOS not provided
✗ No installation logs of files and registry keys
✗ Rollback option not provided
✗ No plans to sunset EA Origin DRM

6. DRM & Activation

Looking at EA Origin DRM in relation to Crysis 3 and its effects on Windows PCs only.

Note: Crysis 3 will connect to the following servers prior and during gameplay: AppNexus, Omniture, Amazon Web Services, Facebook, Akamai Technologies, Verisign, X Plus One Solutions, OpenX Technologies, EdgeCast Networks, Limelight Networks, nLayer Communications

✓ 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 Crysis 3 will be activated
✓ Username, password and email are only required
✓ Unlimited online activations to any one PC
✓ Can play single-player game offline
✓ Only EA Origin DRM is implemented
✓ Unlimited hardware activations
✓ Unlimited installations
✓ Activation is simple and hassle-free

✗ No instructions provided on the activation process
✗ Can't verify the safety and reliability of the activation process
✗ No offline option
✗ A non-transferrable user account is required
✗ Game is locked to specific account after activation
✗ No support or troubleshooting process

7. Gameplay Experience

Looking at the gameplay aspects of Crysis 3 and how it interacts with PC Windows.

Note: Savegames are found in /Saved Games/Crysis3/Save-Games

✓ Can play on minimum specs
✓ Disc not required for gameplay
✓ Suitable options to modify video settings
✓ Can customise keyboard, mouse and console controls
✓ Can play with console controller
✓ 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 savegame and/or ini file

- ✗ Requires original copy to play the game
- ✗ Requires constant and tethered internet connection to access DLC
- ✗ Can only play on one PC at a time per game / account
- ✗ DRM and monitoring services will operate during and after gameplay

8. PC Checkup

Looking at whether Crysis 3 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 Crysis 3 without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM / monitoring services running in the background after shutting down
- ✓ System configuration files remain unaltered

9. Removal Uninstall

Looking at how clean, efficient and effective the removal process is for Crysis 3 (How much legacy material is there after the removal of Crysis 3?)

- ✓ Savegames retained

- ✗ Will need to uninstall the game via. Control Panel
- ✗ EA Origin DRM files and registry keys remain
- ✗ Incomplete manual instructions to remove game + DRM files provided

Note: Extra EA Origin files found in /AppData/Local/ , /AppData/ Roaming/ and /Program Data/

10. Customer Support

Looking at the customer support side of Crysis 3 through EA's Support

- ✓ Customer service / support found in one place through EA Origin client
- ✓ Help through EA Support is easy to use and navigate
- ✓ Info is easy to read and understand
- ✓ Customer services is quick to respond within 24 hours
- ✓ Arbitration / resolution service is available
- ✓ Arbitration / resolution process is easy to follow / understand

- ✗ Customer service will take more than 72 hours to resolve issues
- ✗ Tone and language used is distant, robotic and impersonal
- ✗ Focused on generic suggestions and solutions within their FAQ
- ✗ Arbitration / resolution process favours Electronic Arts
- ✗ Legal action waived once arbitration process is initiated
- ✗ No option provided for giving feedback on the quality of customer support

RYG's VERDICT

51%

BARGAIN BIN MATERIAL	SHOWS PROMISE & POTENTIAL	WORTH SUPPORTING
64% and below	Between 65% and 84%	85% and above

If you've looked at our assessment of Dead Space 3 chances are you'll find that the observations between Dead Space 3 and Crysis 3 are no different to one another. EA are quite consistent with how they publish their games via. EA Origin, but with a clear exception of penning a catered EULA for gamers in the EU. In terms of Crysis 3 being PC configured the people at Crytek have done exactly that - all settings for graphics, gameplay and controls are customisable.

Colophon

This analysis of Crysis 3 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. Crysis 3 was bought with RYG funds through EB Games.

Disclaimer

These analyses are only a guide and represent RYG's perspective into Crysis 3 as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many, we hope. Again, we thank you for taking the time to read our analysis of Crysis 3 and hope you continue to support our work.