Dungeon Siege 3

Platform: PC (Windows 7 only)
DRM: Steamworks (Steam)
Digital Distributor: PHYSICAL COPY ONLY!

Developer: Obsidian Entertainment
Publisher: Square Enix

RYG's VERDICT

69% SHOWS PROMISE & POTENTIAL
Between 65% and 84%

1. Product Info

See Also: Demo can be found on Steam's website.

See Also: Dungeon Siege 3 manual, which also had info on how it works with Steam.

See Also: Steam's EULA, Steam's Privacy Policy and Dungeon Siege 3's EULA.

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

- ✓ Base game and day-one DLCs sold as one package
- ✓ Minimum and recommended specs provided
- ✓ Demo provided
- ✓ Advised Steamworks DRM (Steam) was to be used for Dungeon Siege 3
- ✓ Advised how Steam DRM would activate the game through Dungeon Siege 3
- ✓ Manual and Readme provided with the game
- ✓ EULA, Privacy Policy and TOS fully accessible on steampowered.com
- ✓ All game-related information can be found on steampowered.com

- ✗ Dungeon Siege 3 released after the sale of its console version
- ✗ Dungeon Siege 3 released with different global dates
- ✗ Available only on Windows

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.*

Looking at Dungeon Siege 3's Privacy Policy through Steam

- ✓ Privacy Policy found on steampowered.com
- ✓ Policy applies to Steam Client, Steamworks DRM and Dungeon Siege 3
- ✓ 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 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 the info they send via. their user account
- ✗ Users must accept ALL Policy changes before playing Dungeon Siege 3

3a. EULA (GAME)

Note: 3,191 words found in Dungeon Siege 3's EULA

See Also: Dungeon Siege 3's EULA.

Note: Steam's Subscriber's Agreement (EULA / TOS) is evaluated as a separate section 3b. EULA (STEAM)

Looking at Dungeon Siege 3's EULA from Square Enix.

- ✓ EULA / TOS is found on steampowered.com
- ✓ EULA / TOS covers Dungeon Siege 3 and Steam DRM
- ✓ Can replace damaged copies with a free, replacement copy
- ✓ Terms and conditions for Steam DRM are clearly defined
- ✓ Can back-up copies of Dungeon Siege 3
- ✓ Won't blacklist specific background services or software
- ✓ 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
- ✗ Drafted to only abide by the laws of the UK
- ✗ 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
- ✗ Dungeon Siege 3's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play Dungeon Siege 3
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Square Enix

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

3b. EULA (STEAM)

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

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
- ✓ Can back-up copies of Steam Client
- ✓ Permitted to create free "mods" of Valve's Source Code Engine
- ✓ 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
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ 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

4. Setup / Install

Looking at how Dungeon Siege 3 is installed on Windows PCs only.

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

Note: All Steam-related files will be installed to the main Steam directory 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

5. Updates / Patching

Looking at how Dungeon Siege 3 is patched prior and after gameplay.

- ✔ Can opt-in / opt-out of automatic updates
- ✔ Can play the game unpatched (no automatic patches provided)
- ✔ No other DRM files or registry keys are installed

- ✘ No plans to sunset Steam DRM

6. DRM & Activation

Looking at Steamworks (Steam) DRM in relation to Dungeon Siege 3 and its effects on Windows PCs only.

Note: Square Enix has provided an indepth-process on how to activate Dungeon Siege 3 through Steam.

Note: Dungeon Siege 3 will only be connected to the following servers: Valve, Highwinds Networks and Limelight Networks.

See Also: How to play Dungeon Siege 3 in offline mode.

Note: It is recommended that (new) users should install and update Steam first before installing Dungeon Siege 3.

- ✔ Instructions provided on the activation process
- ✔ 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 Dungeon Siege 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 Steam DRM is implemented
- ✔ Unlimited hardware activations
- ✔ Unlimited installations
- ✔ Support and troubleshooting process provided
- ✔ Activation is simple and hassle-free

- ✘ 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

7. Gameplay Experience

Looking at the gameplay aspects of Dungeon Siege 3 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
✓ Can customise (keyboard and mouse) controls
✓ Can play with console controller
✓ Can play in windowed mode
✓ Can play offline
✓ 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

✗ Some GPU settings are provided
✗ Will "phone home"
✗ Can only play on one PC at a time per game / account
✗ DRM and monitoring services will operate during and after gameplay

Note: Savegame and configuration settings can be found within /My Documents/My Games/ section.

Note: Dungeon Siege 3 will only be connected to the following servers: Valve, Highwinds Networks and Limelight Networks.

8. PC Checkup

Looking at whether Dungeon Siege 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 Dungeon Siege 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 Dungeon Siege 3 (How much legacy material is there after the removal of Dungeon Siege 3?)

✓ Direct uninstallation shortcut provided
✓ Backup savegames prompt provided / Savegames retained
✓ Clean uninstallation in relation to Dungeon Siege 3 and Steam-related files

✗ Some registry keys related to Steam remain

Note: Some registry keys relating to Steam remaining after a complete uninstallation are as follows: /HKCR/steam/, /HKCU/ Software/Valve and /HKU/Software/Wow6432Node/Valve

10. Customer Support

Looking at the customer support side of Dungeon Siege 3 through Steam

✓ Customer service / support found in one place at support.steampowered.com

- ✓ support.steampowered.com is easy to use and navigate
- ✓ Searching on support.steampowered.com is direct and quick
- ✓ Info is easy to read and understand
- ✓ Arbitration / resolution service is available
- ✓ Arbitration / resolution process is easy to follow / understand
- ✓ Options provided for giving feedback on the service of customer support

- ✗ Arbitration / resolution process may favour towards Valve
- ✗ Legal action (including class action) waived once arbitration process is initiated

RYG's VERDICT	BARGAIN BIN MATERIAL	SHOWS PROMISE & POTENTIAL	WORTH SUPPORTING
69%	64% and below	**Between 65% and 84%**	85% and above

In spite of Square Enix's and Valve's EULAs on their respective products / services, Dungeon Siege 3 and Steam presents itself as a (potential) viable model of a DRM-protected AAA game done right and well-executed. Having a game that can play with minimal errors on a DRM-cum-Distribution platform that connects only to its own servers and installs to users PCs with little excess file and registry footprint truly helps.

Colophon

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

Disclaimer

These analyses are only a guide and represent RYG's perspective into Dungeon Siege 3 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 Dungeon Siege 3 and hope you continue to support our work.