

Dysfunctional Systems

An RYG Analysis

Platform: PC (Windows 7 only)
DRM: DRM Free
Digital Distributor: Gamersgate

Developer: Dischan Media
Publisher: Dischan Media

RYG's ASSESSMENT

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

1a. Product Info

Note: Unfortunately, Dischan Media have **held off further development** of Dysfunctional Systems (Episode 2).

Looking at how much information is provided on Dysfunctional Systems (Episode 1) on the Gamersgate site prior and on release.

- ✓ Dysfunctional Systems (Episode 1) released globally on 30.04.2013
- ✓ Available on Windows, MacOS (and iOS) and Linux
- ✓ Dysfunctional Systems sold through **multiple digital vendors**
- ✓ DRM Free Option provided through **Dischan Media**
- ✓ Minimum and recommended specs provided
- ✓ Demo provided through **Juniper's Knot**
- ✓ Advised DRM Free on 30.04.2013
- ✓ Manual and Readme found through **steampowered.com**
- ✓ EULA, **Privacy Policy** and **TOS** fully accessible on gamersgate.com
- ✓ All game-related information can be found on **gamersgate.com**

1b. Digital Dwnld

Note: **Alternative payment options** provided on Gamersgate.

Note: Dysfunctional Systems will not ask for a Gamersgate user account for the purposes of verification.

Note: **Procedures** on backing games downloaded through the Gamersgate download manager.

Note: The difference in price between USD, EU and GBP are minor given the current price of Dysfunctional Systems.

Looking at Gamersgate as a digital distributing service for PC games.

- ✓ Available worldwide through **gamersgate.com**
- ✓ Minimum and recommended specs provided
- ✓ Advised DRM Free on 30.04.2013
- ✓ Alternative payment options provided
- ✓ Correct currency confirmation provided prior, during and after purchase
- ✓ Confirmation of purchase and receipt provided
- ✓ Free and unlimited access and downloads after purchase
- ✓ Complete download specs provided through gamersgate.com
- ✓ Can play Dysfunctional Systems without the Gamersgate client manager
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds offered for **pre-orders** and undownloaded items only
- ✓ Refunds and/or exchanges offered for undownloaded items only
- ✓ Can access personal data
- ✗ Dysfunctional Systems is priced inconsistently across global regions
- ✗ Download / Client Manager is required
- ✗ User account creation is required
- ✗ Warranties waived (excluding physical merchantability warranties)

Note: Downloading Dysfunctional Systems will take ~329Mb.

2. Privacy Policy

Note: Gamersgate download manager for Dysfunctional Systems will only connect to Gamersgate for the purposes of downloading the game only.

3a. EULA (GAME)

Note: There's 823 words in the Dysfunctional Systems's EULA.

3b. EULA (GG)

Note: There's 2,511 words in the Gamersgate Terms of Service.

- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Account termination voids past purchases and licenses to play them
- ✗ Consumers prevented from disputing and validating Gamersgate TOS breaches
- ✗ Can't review and question changes made to Gamersgate TOS
- ✗ Past purchases voided after refusing to accept Gamersgate TOS

Looking at Gamersgate Privacy Policy through Gamersgate

- ✓ Privacy Policy found on gamersgate.com
- ✗ Policy only applies to the website only and not directly to the client manager

Looking at Dysfunctional Systems's EULA from Dischan Media.

- ✓ EULA / TOS covers Dysfunctional Systems (Episode 1)
- ✓ Drafted to coincide with relevant consumer laws at the point of purchase
- ✓ Terms and conditions for its DRM-Free component are clearly defined
- ✓ Can back-up copies of Dysfunctional Systems
- ✓ Allow monetisation of clips relating to the game through video sharing sites
- ✓ Won't blacklist specific background services or software
- ✓ Users can criticise or provide criticism about the game without reprisals
- ✗ EULA / TOS is only found within the game after download
- ✗ EULA / TOS was not formatted for easy reading on the web
- ✗ EULA / TOS was not written for easy comprehension
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Players not consulted on future revisions 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
- ✗ Dysfunctional System's source code isn't to be modified or reverse-engineered
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Dischan Media

Looking at Gamersgate's Terms of Service (TOS) through Gamersgate.

- ✓ EULA / TOS is found on gamersgate.com
- ✓ EULA / TOS covers Gamersgate download manager and Dysfunctional Systems
- ✓ Can back-up copies of Dysfunctional Systems
- ✓ Allow monetisation of clips relating to Gamersgate through video sharing sites
- ✓ Won't blacklist specific background services or software
- ✓ Users can criticise or provide criticism about the game without reprisals

Note: Refer to Gamersgate TOS's [readability scores](#).

- ✗ EULA / TOS was not formatted for easy reading on the web
- ✗ EULA / TOS was not written for easy comprehension
- ✗ Drafted to only abide by the laws of the US
- ✗ Can't review and query changes made to the EULA / TOS
- ✗ Users not visibly notified of any changes made to the EULA / TOS
- ✗ Players not consulted on future revisions to the EULA / TOS
- ✗ **Limited refunds** or exchanges for purchased games
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Gamersgate

4. Setup / Install

Note: Dischan Media will provide real-time installation and uninstallation logs, which can be copied and saved prior to the completion of the installation.

Looking at how Dysfunctional Systems is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ Installation logs of game files provided
- ✓ All game files are installed within folders designated by users
- ✓ No DRM files installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 5 minutes

5. Updates / Patching

Note: The version of Dysfunctional Systems evaluated was up to date and required no updates.

Looking at how Dysfunctional Systems is patched prior and after gameplay.

- ✓ Can play the game unpatched

6. DRM & Activation

Note: Players will need to be **connected to the Internet** for every (new) installation they perform for Dysfunctional Systems.

Note: Installing, updating Dysfunctional Systems for the first time will connect to the following companies: Gamersgate (Internap, Akamai Technologies).

Looking at Gamersgate in relation to Dysfunctional Systems 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 Dysfunctional Systems will be activated
- ✓ User account not required to activate Dysfunctional Systems
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Unlimited hardware activations
- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided
- ✓ Activation is simple and hassle-free
- ✗ Dysfunctional Systems is locked to specific Gamersgate account after activation

7. Gameplay Experience

Note: Savegames are found under the /AppData/Roaming/Renpy/ folder

Note: As advertised by Gamersgate, Dysfunctional Systems will play like a DRM-Free game and won't need Gamersgate download manager to play and it won't connect to and (third party) servers during play.

Looking at the gameplay aspects of Dysfunctional Systems and how it interacts with PC Windows.

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Can play in borderless full screen mode
- ✓ Can play in (flexible) windowed mode
- ✓ Can play with console controller
- ✓ Separate volume controls provided
- ✓ 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 perform a manual save during gameplay
- ✓ Can play on more than one PC simultaneously
- ✓ No DRM or monitoring services running in the background

- ✗ Limited video setting (screen resolution only)
- ✗ Can only play Dysfunctional Systems on fixed keyboard / mouse settings
- ✗ Can only play Dysfunctional Systems on controller settings
- ✗ Can only play Dysfunctional Systems in English subtitles
- ✗ **No option** for user-generated closed captions / subtitles
- ✗ Can't modify savegame and/or ini file

8. PC Checkup

Looking at whether Dysfunctional Systems will modify certain PC settings without Players 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 Dysfunctional Systems without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM and monitoring services running in the background
- ✓ System configuration files remain unaltered

9. Removal Uninstall

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

- ✓ Direct uninstallation shortcut provide
- ✓ Backup savegames prompt provided / Savegames retained
- ✓ Clean uninstallation

10. Customer Support

Note: Much of the info / assistance we found was in relation to Gamersgate and its operational use on players PCs.

RYG's VERDICT

69%

Looking at the customer support side of Dysfunctional Systems through Gamersgate community forums.

- ✓ Customer service / support found in one place at gamersgate.com
- ✓ Gamersgate's support service is easy to use and navigate
- ✓ Searching on Gamersgate's support service is direct and quick
- ✓ Info is easy to read and understand

BARGAIN-BASE-MENT MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

Looking at a DRM Free game like Dysfunctional Systems had helped in providing an accurate assessment of how well Gamersgate has performed from a technical standpoint. By taking away their industry-standard terms of service, privacy and refund / exchange policy, which, unsurprisingly, didn't perform as well, we could see that Gamersgate worked in similar fashion with GOG in respect to its detailed game / information card as well as its client downloader. Dysfunctional Systems also played and behaved like a DRM-Free game, which should please players. Unfortunately, Dischan Media aren't putting any further development on the series due to a lack of funds raised through the release of Episode one.



Colophon

This analysis of Dysfunctional Systems 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. Dysfunctional Systems was bought with RYG funds through Gamersgate.

Disclaimer

These analyses are only a guide and represent RYG's perspective into Dysfunctional Systems 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 Dysfunctional Systems 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 Players 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.

RYG Analysis: Dysfunctional Systems: Learning To Manage Chaos
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