

MoH: Warfighter

An RYG Analysis

Platform: PC (Windows 7 only)
DRM: EA Origin
Digital Distributor: EA Origin

Developer: Danger Close
Publisher: Electronic Arts

RYG's VERDICT

45% **BARGAIN BIN MATERIAL**
64% and below

1a. Product Info

Looking at how much information is provided on MoH: Warfighter on the EA Origin site prior and on release.

- ✓ Minimum and recommended specs provided
- ✓ Advised EA Origin DRM was to be used for MoH: Warfighter on EA Origin
- ✓ Advised how EA Origin DRM would activate through MoH: Warfighter
- ✓ Manual and Readme provided on [EA's site](#)
- ✓ EULA, Privacy Policy and TOS fully accessible on tos.ea.com
- ✓ All game-related information can be found on [EA Origin](#)

- ✗ MoH: Warfighter for PC released after the sale of its console version
- ✗ MoH: Warfighter for PC released with different global dates
- ✗ Available only on Windows
- ✗ Base game sold as multiple "editions" with varying selections of day-one DLCs
- ✗ No PC demo

1b. Digital Dwnld

Looking at EA Origin as a digital distributing service for PC games.

- ✓ Available worldwide through EA Origin
- ✓ Minimum and recommended specs provided
- ✓ Advised EA Origin DRM was to be used for MoH: Warfighter on EA Origin
- ✓ Advised how EA Origin DRM would activate through MoH: Warfighter
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account

- ✗ MoH: Warfighter is priced inconsistently across global regions
- ✗ Download / Client Manager is required, including for gameplay
- ✗ User account creation is required
- ✗ No refunds or exchanges for pre-orders

Note: Users can save their game installers via. Origin Client Settings.

Note: More information on regional pricing can be found on [EA's support page](#).

2. Privacy Policy

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

Note: Privacy Policy was retrieved May 2013; Effective Date of EA's Privacy Policy prior to this evaluation was September 2012.

3a. EULA (GAME)

Note: 4,245 words found in MoH: Warfighter's EULA.

Note: More information on EA Origin TOS can be found in Section 3b. EULA (Origin).

- ✗ No refunds or exchanges for purchased games
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Account termination voids past purchases and licenses to play them
- ✗ Consumers prevented from disputing EA TOS breaches made against them
- ✗ Can't review and question changes made to EA TOS
- ✗ Past purchases voided after refusing to accept EA TOS

Looking at EA Origin / Medal of Honor's Privacy Policy through Electronic Arts

- ✓ Privacy Policy found on www.ea.com
- ✓ Policy applies to MoH: Warfighter, EA Origin and EA Origin DRM
- ✓ Users can access their EA Origin account
- ✓ Users can modify 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
- ✗ Doesn't define what info is specifically collected before and during gameplay
- ✗ Not advised where the info is specifically stored
- ✗ Assurances of safety and security of information not provided
- ✗ Doesn't define what info is specifically collected before and during gameplay
- ✗ Third parties not identified
- ✗ Opt-in / opt-out process not provided
- ✗ Users have limited control over their EA Origin Account
- ✗ 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 before playing MoH: Warfighter

Looking at MoH: Warfighter's EULA from Electronic Arts

- ✓ EULA / TOS is found on EA Product EULA's Page
- ✓ EULA / TOS covers MoH: Warfighter, EA Origin and EA Origin DRM
- ✓ Terms and conditions for EA Origin DRM are clearly defined
- ✓ Can opt-out of any monitoring services / software
- ✓ Won't blacklist specific background services or software
- ✓ 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 US
- ✗ 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 EA Origin DRM prohibited
- ✗ Back-ups aren't permitted

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

3b. EULA (Origin)

Note: 8,648 words found EA Origin's Terms of Service.

- ✗ MoH: Warfighter's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Electronic Arts
- ✗ Arbitration process isn't freely-provided and is overseen & requested by EA
- ✗ Legal action is waived

Looking at EA Origin Terms of Service through EA Origin.

- ✓ EULA / TOS is found on EA Product EULA's Page
- ✓ EULA / TOS covers MoH: Warfighter, EA Origin and EA Origin DRM
- ✓ Terms and conditions for EA Origin DRM are clearly defined
- ✓ Won't blacklist specific background services or software

- ✗ Difficult to read, understand and is inconsistently worded
- ✗ Drafted to only abide by the laws of the US
- ✗ 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 EA Origin prohibited
- ✗ Back-ups aren't permitted
- ✗ EA Origin's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to use EA Origin
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Electronic Arts

4. Setup / Install

Note: Users will need to download ~16Gb.

Note: Users are given the option to install PunkBusters and can decline the option to do so.

Looking at how MoH: Warfighter is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ Installation of third party software are optional
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 5 minutes after downloading MoH: Warfighter

- ✗ No installation logs of files and registry keys
- ✗ Extra game files found outside of game installation directory
- ✗ Extra Origin DRM files found in /Appdata/ & /ProgramData/

5. Updates / Patching

Looking at how MoH: Warfighter is patched prior and after gameplay.

- ✓ No other DRM files or registry keys are installed
- ✓ Details of patches provided via battlelog.medalofhonor.com

6. DRM & Activation

Note: MoH: Warfighter will only be connected to the following servers: Electronic Arts (Rack-space Hosting and EA), BattleLog (Edgecast Networks), Amazon Web Services, Facebook, Akamai Technologies, Verisign and X Plus One Technologies.

7. Gameplay Experience

Note: Savegame and Config files are found in the \ My Documents\MOHW\settings folder.

- ✗ Automatic updates are mandatory
- ✗ Day-one patch required
- ✗ Requires ALL patches to play MoH: Warfighter
- ✗ Patches only installed via. automatic updates
- ✗ Notifications not provided for availability of game patches
- ✗ No installation logs of files and registry keys
- ✗ Rollback option not provided
- ✗ No plans to sunset EA Origin DRM

Looking at Electronic Arts and EA Origin DRM in relation to MoH: Warfighter 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
- ✓ Username, password and email are only required
- ✓ Unlimited online activations to any one PC
- ✓ Can play single-player game offline
- ✓ Unlimited hardware activations (5 Machines in a 24-hour period)
- ✓ 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
- ✗ Activation pathway isn't explained
- ✗ No offline option
- ✗ A non-transferrable user account is required
- ✗ Game is locked to specific account after activation
- ✗ EA Origin DRM are implemented
- ✗ No support or troubleshooting process

Looking at the gameplay aspects of MoH: Warfighter and how it interacts with PC Windows.

- ✓ Can play on minimum specs
- ✓ Disc not required for gameplay
- ✓ Suitable options to modify video settings
- ✓ Can customise controls keyboard + 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

- ✗ 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

8. PC Checkup

Looking at whether MoH: Warfighter 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 MoH: Warfighter 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 MoH: Warfighter (How much legacy material is there after the removal of MoH: Warfighter?)

- ✓ Backup savegames prompt provided / Savegames retained
- ✓ External information provided at [EA Origin Support](#)

- ✗ Will need to uninstall the game via. Control Panel
- ✗ EA Origin DRM files and registry keys remain
- ✗ External instructions won't remove all files and registry keys

10. Customer Support

Looking at the customer support side of MoH: Warfighter through EA Origin

- ✓ EA Origin Support is easy to use and navigate
- ✓ Searching on EA Origin Support is direct and quick
- ✓ Info is easy to read and understand
- ✓ Arbitration / resolution service is available

- ✗ Customer service takes more than 24 hours to respond
- ✗ Tone and language used is distant, robotic and impersonal
- ✗ Focused on generic suggestions and solutions within their FAQ
- ✗ Arbitration / resolution process favours Electronic Arts
- ✗ No option provided for giving feedback on the service of customer support

RYG's VERDICT

45%

BARGAIN BIN MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

Much of the annoying things with EA Origin has nothing to do with their "Steam-clone" digital distribution service, but it has a lot to do with its trust issues. Their legal rights / documentation, their in-game distribution client (which does leave an annoying mess on your PC) and their phoney "phone-home" feature(s) are some of the things in which EA Origin are falling over. MoH: Warfighter, however, is playable and something gamers can play if their love of the franchise is still there.



Colophon

This analysis of MoH: Warfighter 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. MoH: Warfighter was bought with RYG funds through EA Origin

Disclaimer

These analyses are only a guide and represent RYG's perspective into MoH: Warfighter 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 MoH: Warfighter 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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