Painkiller (H&D)

An RYG Analysis

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

Developer: The Farm 51
Publisher: Nordic Games

RYG's VERDICT

56%

BARGAIN BIN MATERIAL
64% and Below

1. Product Info

Note: First-time users should expect an automatic ~8.6Gb update through Steam during the installation of Painkiller (H&D).

Looking at how much information is provided on Painkiller (Hell & Damnation) on its website prior and on release.

- ✓ Painkiller (H&D) for PC (WIN) released before console versions
- ✓ Painkiller (H&D) released globally on 01.11.2012
- ✓ Minimum and recommended specs provided
- ✓ Advised Steamworks (Steam) DRM was to be used for Painkiller (H&D)
- ✓ Advised how Steam DRM would activate the game through Painkiller (H&D)
- ✓ All game-related information can be found

- ✗ Available only on Windows
- ✗ Base game sold as multiple "editions"
- ✗ No demo
- ✗ No Manual and/or Readme
- ✗ EULA, Privacy Policy and TOS is only found within the game

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 Steam's Privacy Policy through **Valve (Steam)***

- ✓ Privacy Policy found on steampowered.com
- ✓ Policy applies to Steam Client, Steamworks DRM and Painkiller (H&D)
- ✓ 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 their Steam account
✗ Users must accept ALL changes to the Policy before playing Painkiller (H&D)

3a. EULA (GAME)

Note: 1,435 words found in Painkiller (H&D)'s EULA.

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

Looking at Painkiller (H&D)'s EULA from Nordic Games

✓ Easy to read, understand and is worded with clear consistency
✓ Can back-up copies of Painkiller (H&D)
✓ 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 Painkiller (H&D)
✗ EULA / TOS only covers Painkiller (H&D)
✗ Drafted to only abide by the laws of Austria
✗ 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
✗ Replacement copies not provided OR replacement copies provided for a fee
✗ Terms and conditions for Steam DRM aren't clearly defined
✗ Circumvention of Steam DRM prohibited
✗ Painkiller (H&D)'s source code isn't to be modified or reverse-engineered
✗ Not permitted to create "mods"

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

✗ Monitoring services / software are required to play Painkiller (H&D)
✗ Warranties waived (excluding physical merchantability warranties)
✗ Cover waived against any unforeseeable damages, disruptions of service
✗ Termination process dictated by Nordic Games

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 Painkiller (H&D) 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

✘ No installation logs of files and registry keys
✘ Installation (and forced updates) will take more than 60 minutes

5. Updates / Patching

Looking at how Painkiller (H&D) is patched prior and after gameplay.

✓ No other DRM files or registry keys are installed
✓ Users can be advised of game patch's availability via. steampowered.com

Note: First-time users should expect an automatic ~8.6Gb update through Steam during the installation of Painkiller (H&D).

✘ Automatic updates are mandatory
✘ Day-one patch required
✘ Requires ALL patches to play Painkiller (H&D)
✘ Patches only installed via. automatic updates
✘ No installation logs of files and registry keys
✘ Rollback option not provided
✘ No plans to sunset Steam DRM

6. DRM & Activation

Looking at Steamworks (Steam) DRM in relation to Painkiller (H&D) and its effects on Windows PCs only.

Note: It is recommended that (new) users should install and update Steam first before installing Painkiller (H&D).

Note: Painkiller (H&D) will only be connected to the following servers: Valve (Highwinds Networks, Telia.Net, Kaia Networks, QWest Communications, Limelight Networks, Level 3 Communications, Comcast & WA Internet Exchange).

✓ 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 Painkiller (H&D) 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

✘ 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

7. Gameplay Experience

Looking at the gameplay aspects of Painkiller (H&D) and how it interacts with PC Windows.

Note: Configuration files are found in the /My Documents/ My Games/Painkiller/PKH-DGame/Config/ folder.

Savegame files are found in the Steam "userdata" folder.

Note: To play Painkiller (H&D) offline with desired visual, controller, sound and gameplay settings it is best to connect online during play first. Settings won't be saved in offline mode as well as users will encounter sound-related issues.

- ✓ 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 console controller
- ✓ Can play in windowed mode
- ✓ Won't "phone home"
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can modify savegame and/or ini file

- ✗ Controller settings aren't configurable / customisable
- ✗ Requires constant and tethered internet connection to configure settings
- ✗ Will encounter errors in reference to configure settings in offline mode
- ✗ 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 Painkiller (H&D) 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 Painkiller (H&D) 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 Painkiller (H&D) (How much legacy material is there after the removal of Painkiller (H&D)?)

Note: Steam does offer an option to manually remove all Steam-related files. It does work and will remove any remaining files and keys after uninstallation of Painkiller (H&D).

- ✓ Will need to uninstall the game via. Control Panel
- ✓ Knowledgebase provided at Steam to remove all Steam files and registry keys
- ✓ Knowledgebase in removing game + DRM files is easy to understand

- ✗ Some registry keys related to Steam remain

10. Customer Support

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

RYG's VERDICT

56%

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

While the game's EULA was a contributing factor to the overall score, we found that much of the inconveniences came from a ~8.6Gb update that rendered the installation from the physical copy useless along with an inability to configure and save settings in offline mode.

Colophon

This analysis of Painkiller (H&D) 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. Painkiller (H&D) was bought with RYG funds through EB Games.

Disclaimer

These analyses are only a guide and represent RYG's perspective into Painkiller (H&D) 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 Painkiller (H&D) and hope you continue to support our work.