Snapshot

Platform: PC (Windows XP, Vista and Windows 7)
DRM: DRM Free
Digital Distributor: Good Old Games (GOG)

Developer: Retro Affect
Publisher: Retro Affect

RYG's VERDICT

77%   **SHOWS PROMISE & POTENTIAL**
Between 65% and 84%

1. Product Info

Note: Snapshot was also released through the Humble Bundle and through Steam as its first release.

Looking at how much information is provided on Snapshot on its website and through a distributor prior and on release.

- ✓ Snapshot released globally on 03.12.2012 via. Good Old Games
- ✓ Base game and day-one DLCs sold as one package
- ✓ Minimum and recommended specs provided by Good Old Games
- ✓ Advised DRM Free on 03.12.2012 via. GOG
- ✓ All game-related information can be found on retroaffect.com

- ✗ Available only on Windows and MacOS
- ✗ Demo not provided
- ✗ No Manual and/or Readme provided prior to purchase
- ✗ EULA only found within the game

2. Digital Download

Note: Games sold via. GOG are all priced in USD

Note: Email and Password is the minimum required to set up a GOG account.

See Also: Refund Policy found within Good Old Games's Terms of Service (TOS)

Looking at Good Old Games (GOG) as a digital distributing service for PC games.

- ✓ Pid sold at one, global price.
- ✓ Available worldwide through Good Old Games (GOG)
- ✓ Download / Client Manager is optional; not required for gameplay
- ✓ Minimum and recommended specs provided by Good Old Games
- ✓ Advised DRM Free on 03.12.2012 via. GOG
- ✓ User account creation is optional; minimal details required (email, password)
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds and/or exchanges offered for pre-order purchases only
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account
- ✓ Can review and question changes made to GOG's Terms of Service (TOS)

- ✗ Warranties waived in respect to GOG's service
- ✗ Cover waived against any unforeseeable damages, disruptions of service

✖ Account termination voids past purchases and licenses to play games
✖ Consumers prevented from disputing and validating any TOS breaches
✖ Past purchases voided after refusing to accept GOG's TOS

3.   EULA TOS

Looking at Snapshot's End User License Agreement in conjunction with Good Old Games's Terms of Service.

Note: 907 Words found within Snapshot's EULA. Snapshot EULA is GOG's generic EULA.

✓ EULA / TOS covers Snapshot and Good Old Games (GOG)
✓ Easy to read, understand and is worded with clear consistency
✓ Can review and query changes made to the EULA / TOS
✓ Refunds and/or exchanges offered in respect to pre-order purchases only
✓ Terms and conditions for Snapshot's DRM-Free aspects are clearly defined
✓ Can back-up copies of Snapshot
✓ 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 Snapshot during installation
✖ Drafted to only abide by the laws of USA in the state of California
✖ Users not visibly notified of any changes made to the EULA / TOS
✖ License to play the game only provided
✖ Snapshot's source code isn't to be modified or reverse-engineered
✖ Warranties waived

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

✖ Cover waived against any unforeseeable damages, disruptions of service
✖ Termination process dictated by Good Old Games

4.   Setup / Install

Looking at how Snapshot is installed on Windows PCs only.

Note: Won't install to /Program Files (x86)/ folder if requested. (This is a GOG installation issue)

✓ Custom installation options are provided
✓ All files are installed within folders designated by users
✓ No DRM files or registry keys installed
✓ Currently-executing background services won't interfere with installation
✓ Error-free installation
✓ Installation completed within 5 minutes (Average time 2 minutes and less)

Note: **GOG now provides installation logs of game files installed on Windows PCs!** All logs are located within /AppData/Local/Temp/ folder.

✖ No installation logs of registry keys provided after installation

5.   Updates / Patching

Looking at how Snapshot is patched prior and after gameplay.

✓ Can play the game without patch (Snapshot is packaged as version 1.00)

6. DRM & Activation

Looking at the DRM-Free nature of Snapshot and its effects on Windows PCs only.

- ✓ Firewall and AV settings aren't modified
- ✓ User account not required
- ✓ Can play single-player game offline (Internet connection not required)
- ✓ No hardware activations
- ✓ Unlimited installations

7. Gameplay Experience

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

Note: Snapshot is not a graphically-intensive game

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Suitable options to modify video settings
- ✓ Can play with console controller (Xbox360 Controller tested)
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Can access DLC offline (Provided after purchase through GOG)
- ✓ Can play error-free for more than 5hrs
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can play on more than one PC simultaneously
- ✓ No DRM or monitoring services running in the background

Note: Snapshot *may* have been designed specifically for keyboard+mouse gameplay given its mode of gameplay

- ✗ Limited customisation of controls on console (Xbox360) controller

8. PC Checkup

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

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

10. Customer Support

Looking at the customer support side of Snapshot through Good Old Games (GOG)

See Also: FAQ on Snapshot can be found through GOG's main support page.

Note: Email support is tailored to the initial email query. They are friendly and personable.

✓ Customer service / support found in one place at secure.gog.com/en/forum
✓ Their support is easy to use and navigate (known issues are highlighted)
✓ Searching on GOG's website is direct and quick
✓ Info is easy to read and understand
✓ Customer service will resolve issues within 72 Hours
✓ Tone and language used is warm, inviting and personable
✓ Focused on understanding problems and providing an effective solution
✓ Options provided for giving feedback on the quality of customer support

✘ Customer service via. Email takes more than 24 hours to respond

RYG's VERDICT

77%

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

It was the lack of a playable demo and limited options to customise controls, on top of the minute blemishes we've found in many GOG releases that brought the overall score to 77%. (Please refer to our analysis of Pid, Chaos on Deponia and Project Giana for further info on GOG). Other than that Snapshot and GOG is still worth supporting for its service, reliability, zero errors throughout and their overall dependability.

Colophon

This analysis of Snapshot 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. Snapshot was bought with RYG funds through Good Old Games (GOG)

Disclaimer

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