

# Torchlight 2

An RYG Analysis

**Platform:** PC (Windows 7 only)  
**DRM:** Steamworks (Steam)  
**Digital Distributor:** Steam

**Developer:** Runic Games  
**Publisher:** Runic Games

## RYG's VERDICT

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

### 1a. Product Info

**Note:** The demo can be downloaded either from [Torchlight 2's Steam page](#) or through [torchlight2game.com](#).

*Looking at how much information is provided on Torchlight 2 on the Steam site prior and on release.*

- ✓ Torchlight 2 released globally on 20.09.2012
- ✓ Minimum and recommended specs provided
- ✓ Demo provided
- ✓ Advised Steamworks (Steam) DRM was to be used for Torchlight 2
- ✓ Advised how Steam DRM would activate the game through Torchlight 2
- ✓ Privacy Policy (only) fully accessible on [steampowered.com](#)
- ✓ All game-related information can be found on [steampowered.com](#)
  
- ✗ Available only on Windows
- ✗ No Manual or Readme provided

### 1b. Digital Dwnld

**Note:** Backing up Steam games "offline" can be found via. [PC-GamingWiki](#).

**Note:** Refer to Section 3, [Billing, Payment & Other Subscriptions](#) in respect to pre-order refunds for users living in the EU

**Note:** Difference in prices for The Cave can be found via. [Steam Apps Database](#).

*Looking at Steam as a digital distributing service for PC games.*

- ✓ Available worldwide through [steampowered.com](#)
- ✓ Minimum and recommended specs provided
- ✓ Advised Steamworks (Steam) DRM was to be used for Torchlight 2
- ✓ Advised how Steam DRM would activate the game through Torchlight 2
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)
- ✓ Refunds offered for pre-orders (EU ONLY!)
- ✓ Can access personal data
- ✓ Can terminate account or request to terminate account
  
- ✗ Torchlight 2 is priced inconsistently across global regions
- ✗ Download / Client Manager is required, including for gameplay
- ✗ User account creation is required
- ✗ No refunds or exchanges for purchased games
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service

## 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.

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

## 3a. EULA (GAME)

## 3b. EULA (STEAM)

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

- ✗ Account termination voids past purchases and licenses to play them
- ✗ Consumers prevented from disputing Steam TOS breaches made against them
- ✗ Can't review and question changes made to Steam TOS
- ✗ Past purchases voided after refusing to accept Steam TOS

*Looking at Torchlight 2's Privacy Policy through Steam*

- ✓ Privacy Policy found on [steampowered.com](http://steampowered.com)
  - ✓ Policy applies to Steam Client, Steamworks DRM and Torchlight 2
  - ✓ 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 Torchlight 2

*Looking at Torchlight 2's EULA from Runic Games*

- ✓ EULA / TOS wasn't found / wasn't required.

*Looking at Steam Subscriber's Agreement through Steam.*

- ✓ EULA / TOS is found on [steampowered.com](http://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

*See Also:* Section 12, *Dispute Resolution / Binding Arbitration / Class Action Waiver*

## 4. Setup / Install

**Note:** Installing games through Steam to a different folder and drive can be done by altering the Steam shortcut to add “-dev” (via. [RPS](#))

## 5. Updates / Patching

## 6. DRM & Activation

**Note:** It is recommended that (new) users should install and update Steam first before installing Torchlight 2.

**Note:** Torchlight 2 will only be connected to the following servers: Highwinds Networks, Limelight Networks and Valve.

- ✗ 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

*Looking at how Torchlight 2 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
- ✓ Installation completed within 30 minutes
  
- ✗ No installation logs of files and registry keys

*Looking at how Torchlight 2 is patched prior and after gameplay.*

- ✓ Day-one patch optional
- ✓ No other DRM files or registry keys are installed
- ✓ Details of patches provided via [steampowered.com](#)
- ✓ Users can be advised of game patch's availability
- ✓ Users advised of any changes to the Privacy Policy before an update
  
- ✗ Automatic updates are mandatory
- ✗ Requires ALL patches to play Torchlight 2
- ✗ Patches only installed via. automatic updates
- ✗ No installation logs of files and registry keys
- ✗ Rollback option not provided
- ✗ No plans to sunset Steam DRM

*Looking at Steam DRM in relation to Torchlight 2 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 Torchlight 2 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

**Note:** Buying Torchlight 2 direct from torchlight2game.com will involve a **serial key online activation** up of up to 10 machines.

**See Also:** How to play Torchlight 2 in **offline mode**.

## 7. Gameplay Experience

**Note:** Savegame and Config files are found in the \My Documents\My Games\Runic Games\Torchlight 2\save\ folder.

- ✓ 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

*Looking at the gameplay aspects of Torchlight 2 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
- ✓ Suitable options to modify video settings
- ✓ Can play in windowed mode
- ✓ Can play offline
- ✓ Can access DLC 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 modify savegame and/or ini file
  
- ✗ Only playable on mouse and keyboard
- ✗ 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 Torchlight 2 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 Torchlight 2 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 Torchlight 2 (How much legacy material is there after the removal of Torchlight 2?)*

- ✓ Knowledgebase provided at Steam to remove all Steam files and registry keys
- ✓ Knowledgebase in removing game + DRM files is easy to understand

**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 Torchlight 2.

- ✗ Will need to uninstall the game via. Control Panel
- ✗ Some files and registry keys related to Torchlight 2 remain

# 10. Customer Support

**RYG's VERDICT**

**69%**

*Looking at the customer support side of Torchlight 2 through Runic Games.*

- ✓ Customer service / support found in one place at [forum.runicgames.com](http://forum.runicgames.com)
- ✓ Runic Games's forum is easy to use and navigate
- ✓ Searching on Runic Games's forum is direct and quick
- ✓ Info is easy to read and understand

**BARGAIN BIN MATERIAL**

64% and below

**SHOWS PROMISE & POTENTIAL**

**Between 65% and 84%**

**WORTH SUPPORTING**

85% and above

*Like the first Torchlight, this sequel underwent with little hiccups during the time in which we evaluated this game. In terms of DRM it would be best to purchase Torchlight 2 through Steam if you do have a specific thing with activation limits (as the game sold through the official site are limited in spite of the little complaints received). However, it is best to get Torchlight 2 through the official site if you don't want to have the game tethered to any (distribution) service. The game is safe to play, easy to remove and, unlike Diablo 3, it won't have any connectivity issues whatsoever.*



## Colophon

This analysis of Torchlight 2 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. Torchlight 2 was bought with RYG funds through Steam

## Disclaimer

These analyses are only a guide and represent RYG's perspective into Torchlight 2 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 Torchlight 2 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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