

Total War: Shogun 2

An RYG Analysis

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

Developer: The Creative Assembly
Publisher: Sega Entertainment

RYG's VERDICT

62% **BARGAIN BIN MATERIAL**
64% and below

1. Product Info

Note: Users installing Shogun 2 through a physical disc copy will need to download the game via Steam in its entirety. More information on this can be found in Section 4, Setup / Install and Section 5, Updates / Patching.

Looking at how much information is provided on Shogun 2 on its website prior and on release.

- ✓ Shogun 2 released globally on 15 March 2011
- ✓ Base game and day-one DLCs sold as one package
- ✓ Minimum and recommended specs provided
- ✓ Demo provided
- ✓ Advised Steamworks (Steam) DRM was to be used for Shogun 2
- ✓ Advised how Steam DRM would activate the game through Shogun 2
- ✓ Manual and Readme provided with Shogun 2
- ✓ EULA, Privacy Policy and TOS fully accessible on steampowered.com
- ✓ All game-related information can be found on steampowered.com
- ✗ Available only on Windows

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 Shogun 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

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

3a. EULA (GAME)

Note: 5,348 words found in *Shogun 2's EULA*. The "main EULA", however, is 1,374 words.

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

Note: While the EULA prohibits the creation / use of mods, there is a **strong and vibrant modding community for Shogun 2**.

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

3b. EULA (STEAM)

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

- ✗ Third parties not identified
- ✗ Users have limited control over the info they send via. their user account
- ✗ Users must accept ALL Policy changes before playing Shogun 2

Looking at Shogun 2's EULA from Sega Entertainment.

- ✓ EULA / TOS is found on steampowered.com
- ✓ Easy to read, understand and is worded with clear consistency
- ✓ Won't blacklist specific background services or software
- ✓ Users can initiate legal action if the arbitration process fails
- ✓ Users can criticise or provide criticism about the game without reprisals

- ✗ EULA / TOS only covers Shogun 2 only.
- ✗ Drafted to only abide by the laws of the UK
- ✗ 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
- ✗ Back-ups aren't permitted
- ✗ Shogun 2's source code isn't to be modified or reverse-engineered
- ✗ Not permitted to create "mods"
- ✗ Monitoring services / software are required to play Shogun 2
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service
- ✗ Termination process dictated by Sega Entertainment

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

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](#))

Note: There is no way to install Shogun 2 from a physical disc copy. Users will need to download a 12Gb+ patch / setup files. More info on [Total War Forums](#).

5. Updates / Patching

Note: There is no way to install Shogun 2 from a physical disc copy. Users will need to download a 12Gb+ patch / setup files. More info on [Total War Forums](#).

6. DRM & Activation

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

Note: Shogun 2 will only be connected to the following servers: CDNetworks, Limelight Networks, Highwinds Networks and Cloudflare.

See Also: How to play Shogun 2 in [offline mode](#).

- ✗ Arbitration process isn't freely-provided and requested by Valve
- ✗ Legal action is waived

Looking at how Shogun 2 is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ All game 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
- ✗ No installation logs of files and registry keys
- ✗ Installation had some errors
- ✗ Installation completed beyond 60 minutes

Looking at how Shogun 2 is patched prior and after gameplay.

- ✓ 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
- ✗ Automatic updates are mandatory
- ✗ Requires ALL patches to play Shogun 2
- ✗ Patches only installed via. automatic updates
- ✗ Changes to the Privacy Policy and/or EULA not provided until updates begin
- ✗ No installation logs of files and registry keys
- ✗ Rollback option not provided
- ✗ No plans to sunset Steam DRM

Looking at Steamworks (Steam) DRM in relation to Shogun 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 Shogun 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
- ✓ Unlimited installations
- ✓ Support and troubleshooting process provided
- ✓ Activation is simple and hassle-free
- ✗ No instructions provided on the activation process

7. Gameplay Experience

Note: Savegame and configuration file locations found under / AppData/Roaming/The Creative Assembly/Shogun 2/

- ✗ 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 Shogun 2 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
- ✓ Can play in windowed mode
- ✓ 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 modify savegame and/or ini file

- ✗ Requires original copy to play the game
- ✗ 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 gameplay

8. PC Checkup

Looking at whether Shogun 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 Shogun 2 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

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 Shogun 2.

Looking at how clean, efficient and effective the removal process is for Shogun 2 (How much legacy material is there after the removal of Shogun 2?)

- ✓ 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 Shogun 2 remain

10. Customer Support

Looking at the customer support side of Shogun 2 through Sega / The Creative Assembly

- ✓ Total War Forums is easy to use and navigate
- ✓ Info is easy to read and understand
- ✓ Customer services is quick to respond within 24 hours
- ✓ Options provided for giving feedback on the service and quality of support
- ✗ Customer service will take more than 24 hours to resolve issues
- ✗ Focused on generic suggestions and solutions within their FAQ

RYG's VERDICT

62%

BARGAIN BIN MATERIAL

64% and below

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

WORTH SUPPORTING

85% and above

Much of where Shogun 2 had failed stemmed from a generic Sega EULA and a very large installation / update which rendered all physical copies of Shogun 2 useless. Of course, this doesn't excuse the usual shortcomings we tend to find in Steam in spite of its positive points. Expect a 12Gb+ download / update from Steam for first time users or curious players.



Colophon

This analysis of Shogun 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. Shogun 2 was bought with RYG funds through EB Games.

Disclaimer

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