



# 當學術研究者遇見

## 線上遊戲

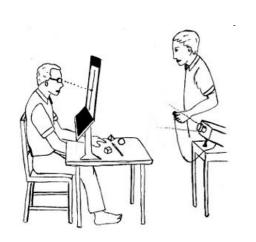
陳昇瑋





## 網路及多媒體系統 使用者滿意度



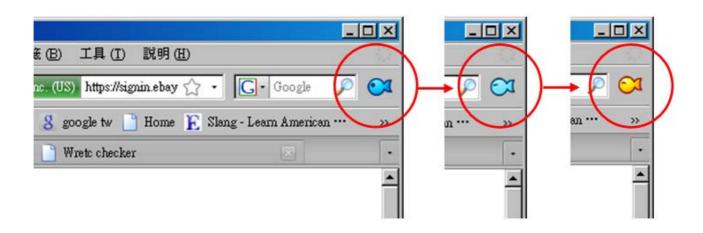








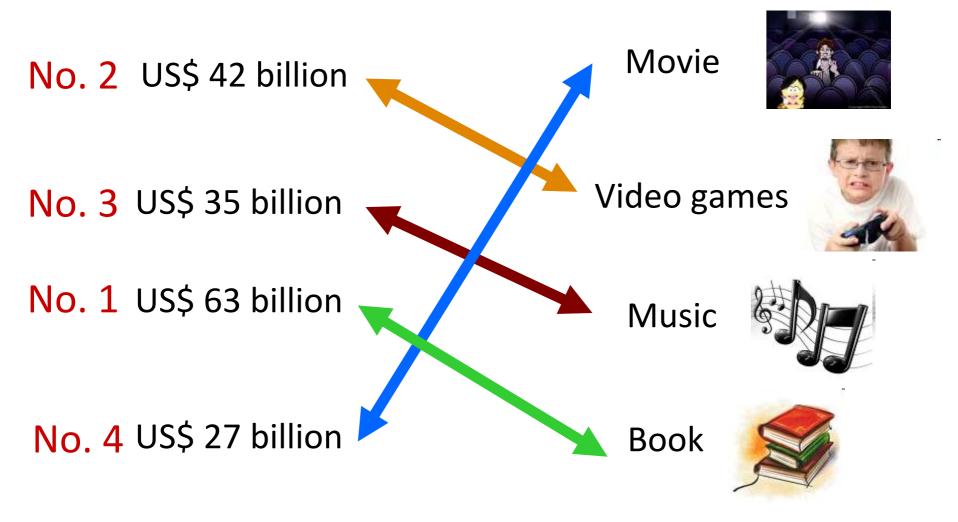
## 網路安全及使用者隱私



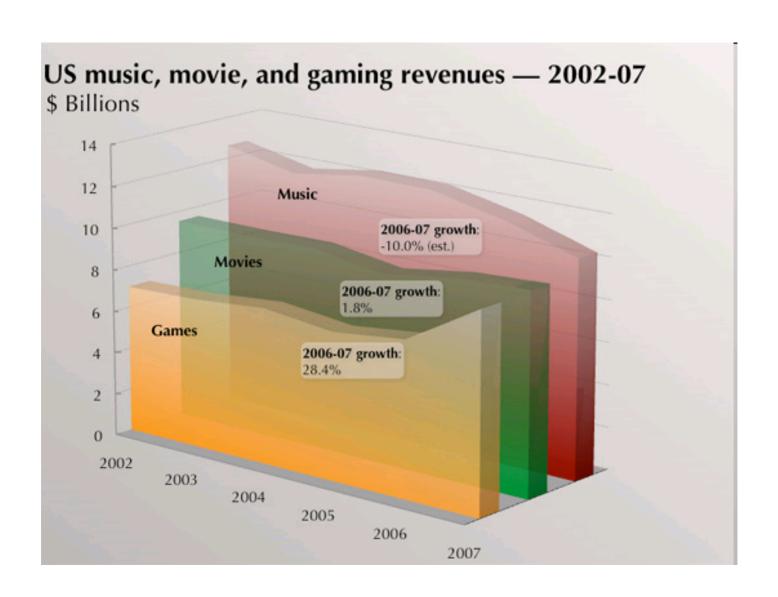




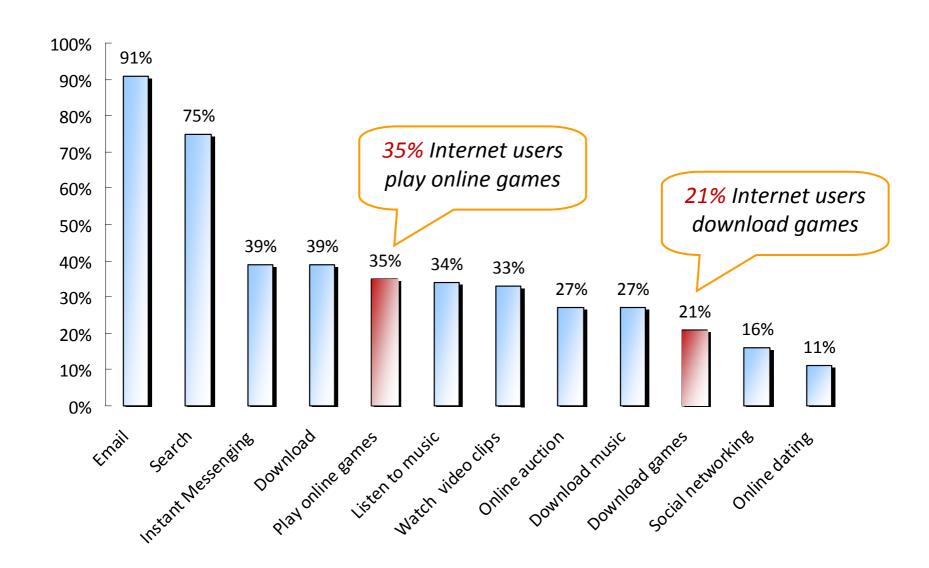
## **Entertainment Market Size** (worldwide)



http://vgsales.wikia.com/wiki/Video\_game\_industry



#### **Online Gaming: A Major Internet Activity**



## Game Research: My Own Reasons

As A PC Gamer ...

As A Programmer ...

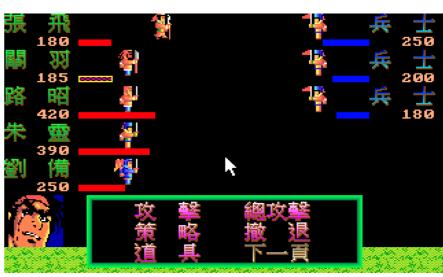
As A Researcher ...

## As A PC Gamer (1)









## As A PC Gamer (2)



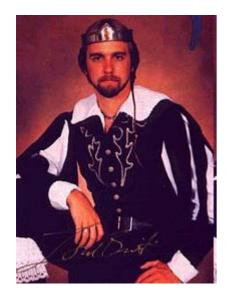




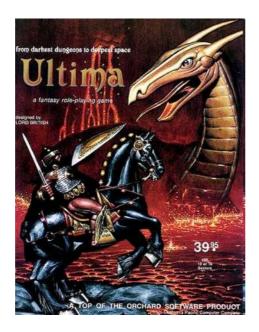


## As A Programmer (1)

- 10 歲寫 football game with ROM BASIC
- 國中寫對打遊戲 with dBASE & Pascal
- 高中寫 RPG with C & Assembly



**Richard Garriott** 





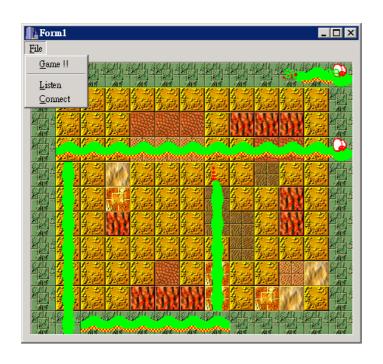
1980

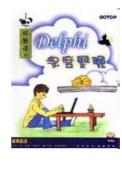
## My Role Model in 1990



## As A Programmer (2)

- 1999 2002 資策會教育訓練課程 (C/C++, Winsock Programming, Delphi,
   C++Builder) 夾帶遊戲設計課程
- 1999-2001《遊戲設計大師》專欄作家
- 2000 出版《Delphi 深度歷險》
- 2002 出版《C++Builder 深度歷險》







#### As A Researcher

#### A killer application

35% Internet users & larger business than movie & music

#### An emerging field

E.g., IEEE Transactions on AI and CI in Games since Sep 2008

#### Asia-based researchers have some niches

- Large user base (50%)
- Lots of local game companies
- It's fun!





- 1. 遊戲外掛偵測技術
- 2. 遊戲玩家的忠誠度分析
- 3. 網路品質對於遊戲玩家的行爲影響
- 4. 網路流量分析及通訊協定
- 5. 遊戲玩家社群分析
- 6. 自動漫畫製作技術



## **Security Topics**

# Game Bot Detection



#### **Game Bots**

- Game bots: automated AI programs that can perform certain tasks in place of gamers
- Popular in MMORPG and FPS games
  - MMORPGs (Role Playing Games)
     accumulate rewards in 24 hours a day
    - → break the balance of power and economies in game
  - FPS games (First-Person Shooting Games)
    - a) improve aiming accuracy only
    - b) fully automated
    - → achieve high ranking without proficient skills and efforts

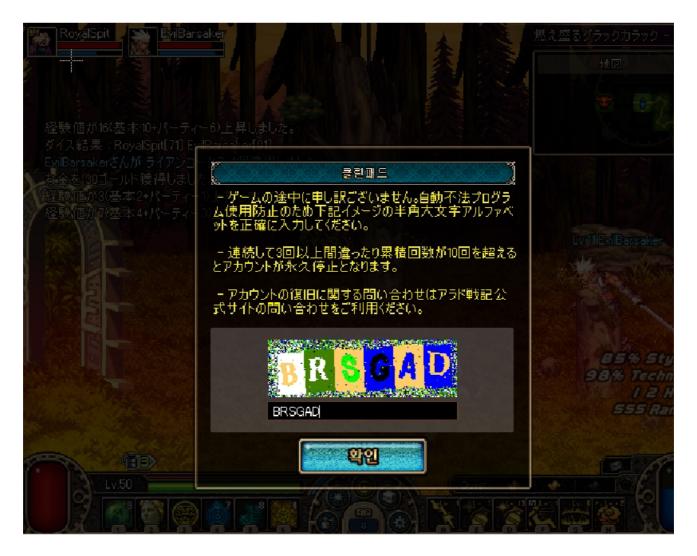
#### **Bot Detection**

- Detecting whether a character is controlled by a bot is difficult since a bot obeys the game rules perfectly
- No general detection methods are available today

- State of practice is identifying via human intelligence
  - Detect by "bots may show regular patterns or peculiar behavior"
  - Confirm by "bots cannot talk like humans"
  - Labor-intensive and may annoy innocent players

## **CAPTCHA** in a Japanese Online Game

(Completely Automated Public Turing test to tell Computers and Humans Apart)



#### **Our Goal of Bot Detection Solutions**

- Passive detection
  - → No intrusion in players' gaming experience

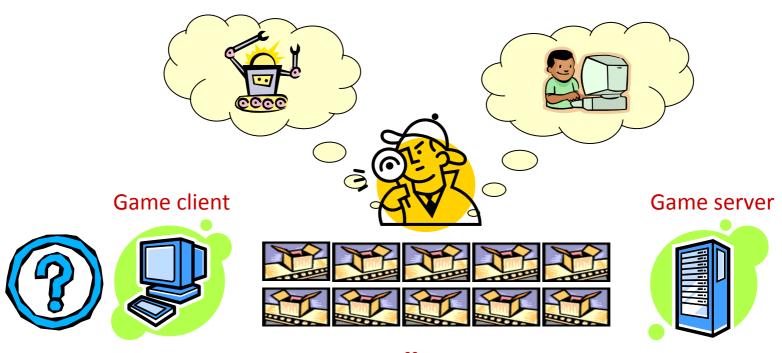
No client software support is required

 Generalizable schemes (for other games and other game genres)

## **Our Solution I: Traffic Analysis**

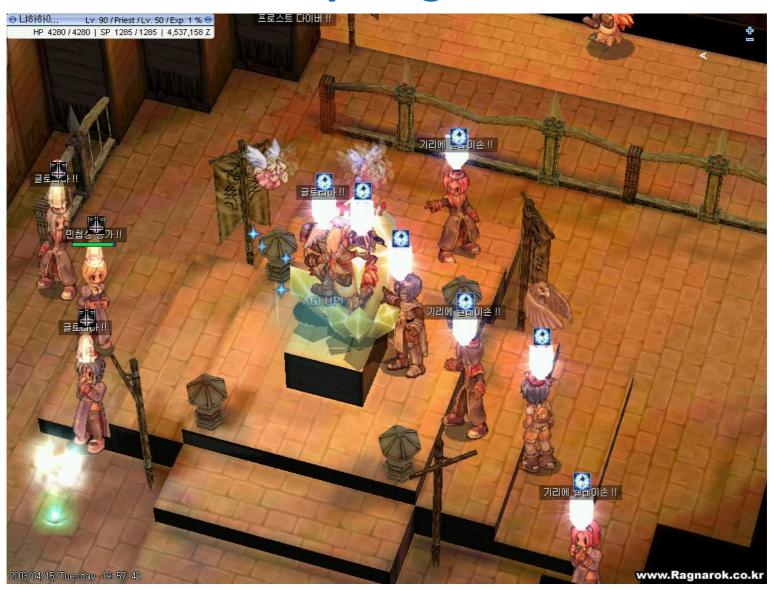
Q: Whether a bot is controlling a game client given the traffic stream it generates?

A: Yes or No

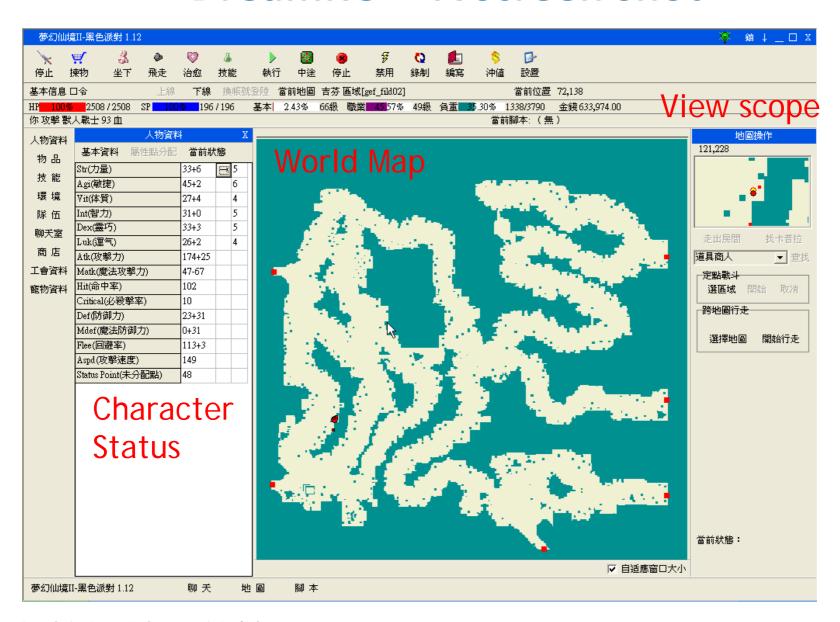


**Traffic stream** 

## **Case Study: Ragnarok Online**



#### **DreamRO -- A screen shot**



#### **Trace Collection**

Category	Tr#	ID	Avg. Period	Avg. Pkt rate	Network
Human players	8	A, B, C, D	2.6 hr	1.0 / 3.2 pkt/s	ADSL, Cable Modem, Campus Network
Bots	11	K (Kore) R (DreamRO)	17 hr	1.0 / 2.2 pkt/s	

#### Heterogeneity in player skills and network conditions

Category	participants	Client pkt rate	Avg. RTT	Avg. Loss rate
Human players	2 rookies 2 experts	0.8 ~ 1.2 pkt/s	45 ~ 192 ms	0.01% ~ 1.73%
Bots	2 bots	0.5 ~ 1.7 pkt/s	33 ~ 97 ms	0.004% ~ 0.2%

207 hours, 3.8 million packets were traced in total

## **Command Timing**



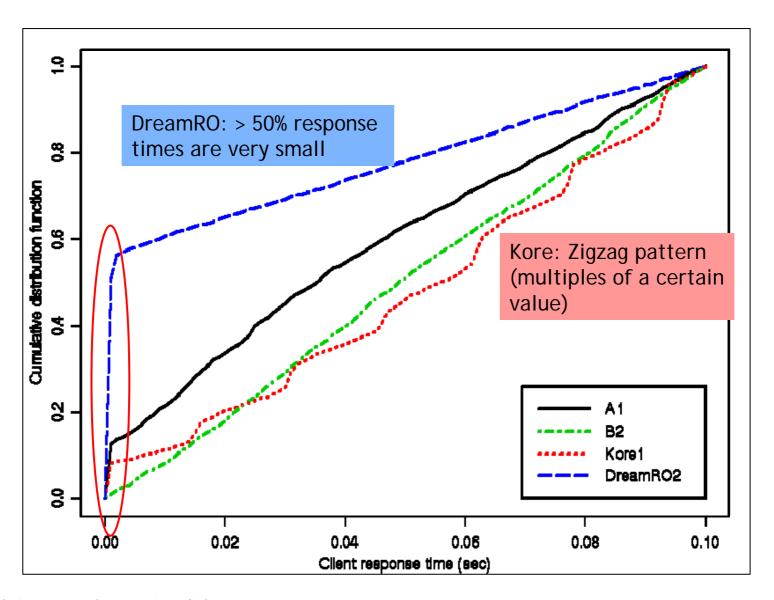


#### Observation

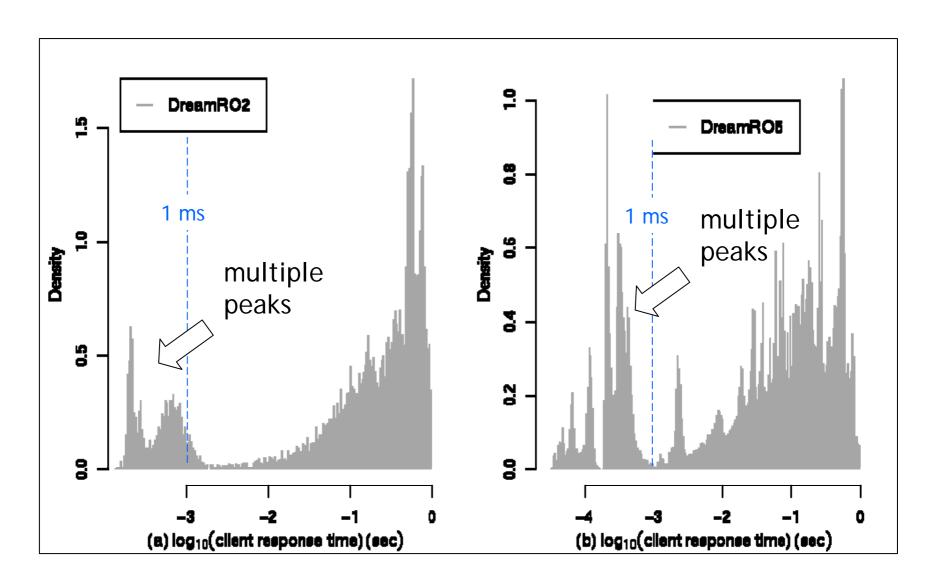
bots often issue their commands based on arrivals of server packets, which carry the latest status of the character and environment

- Client response time (response time):
   time difference between the client packet departure time and the most recent server packet arrival time
- We expect the following patterns:
  - A large number of small response times (bots respond server packets immediately)
  - Regularity in response times

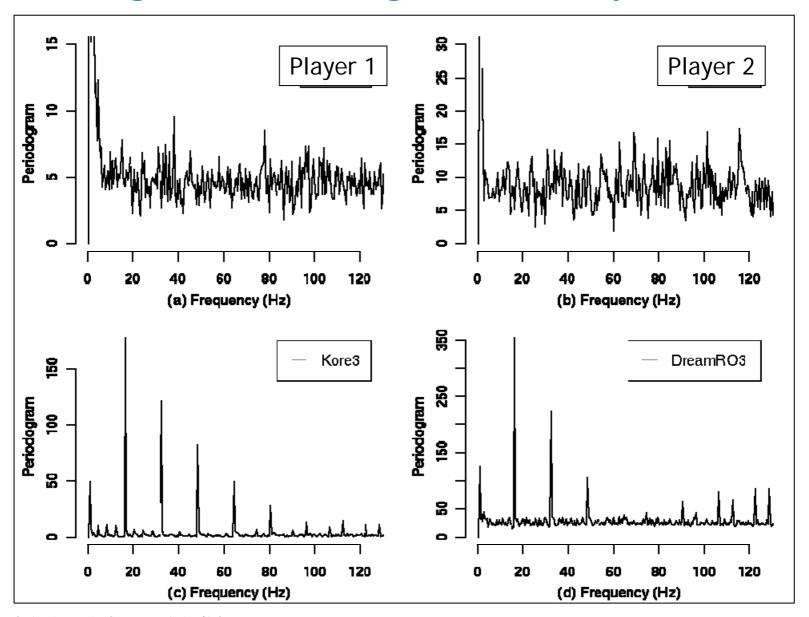
## **CDF of Client Response Times**



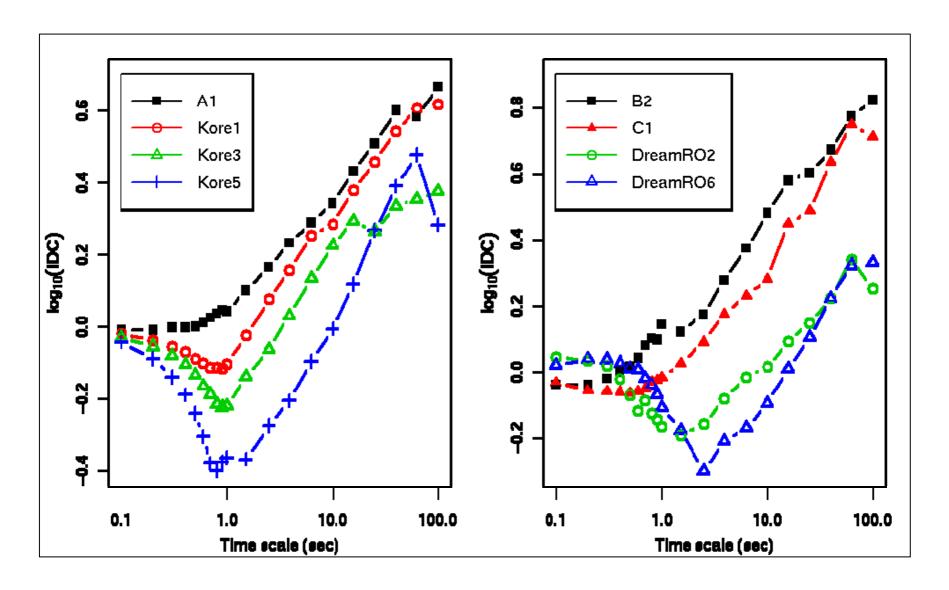
#### **Histograms of Response Times**



#### Periodograms of Histograms of Response times



## **Examining the Trend of Traffic Burstiness**



#### **Reaction to Network Conditions**



#### **Hypothesis**

- Transit delay of packets will influence the pace of game playing (the rate of screen updates, character movements)
- 2. Human players will involuntarily adapt to the game pace
- Observe the relationship between round trip time samples and packet rate sent within the following 1 second

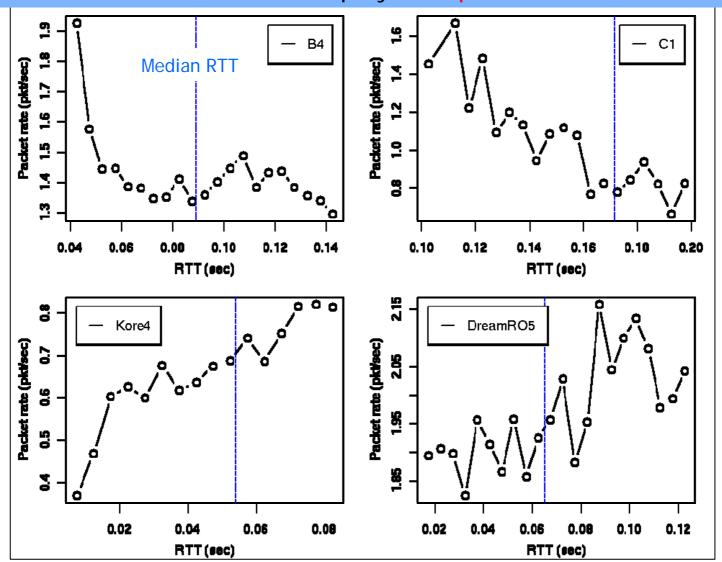
  Traffic jam!!
  Server



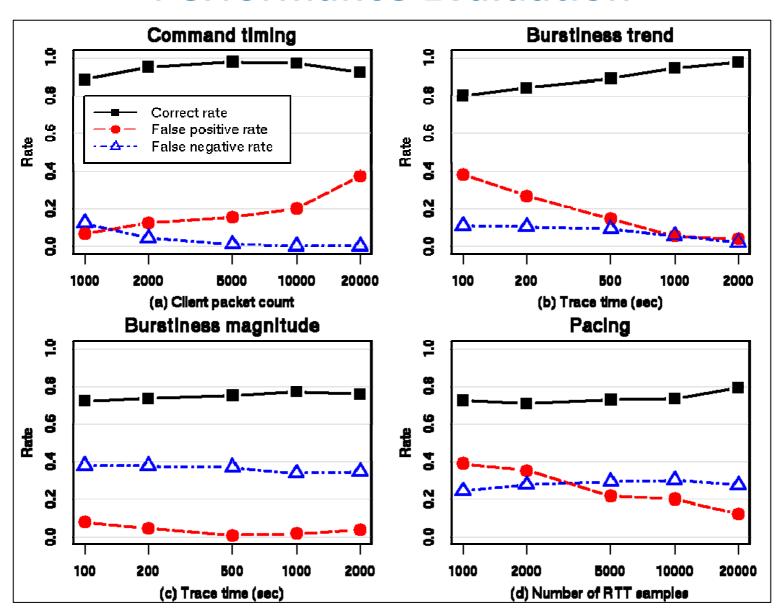


## Avg. packet rate vs. round trip times

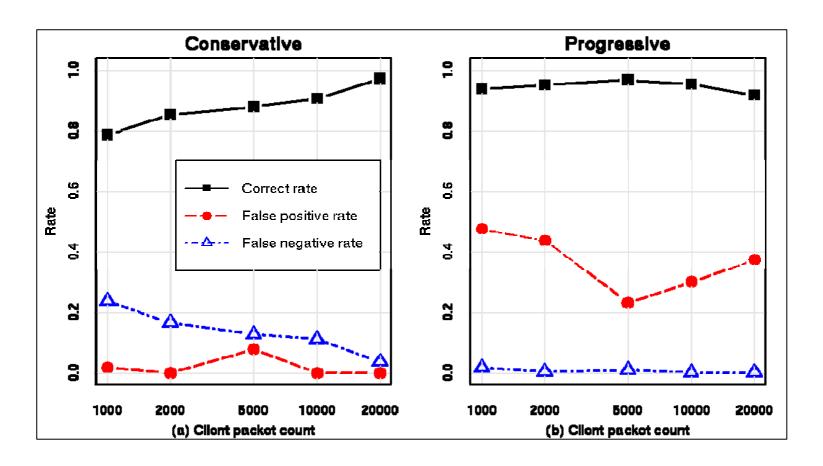
Downward trend for human players; upward trend for bots



#### **Performance Evaluation**



## **An Integrated Classifier**

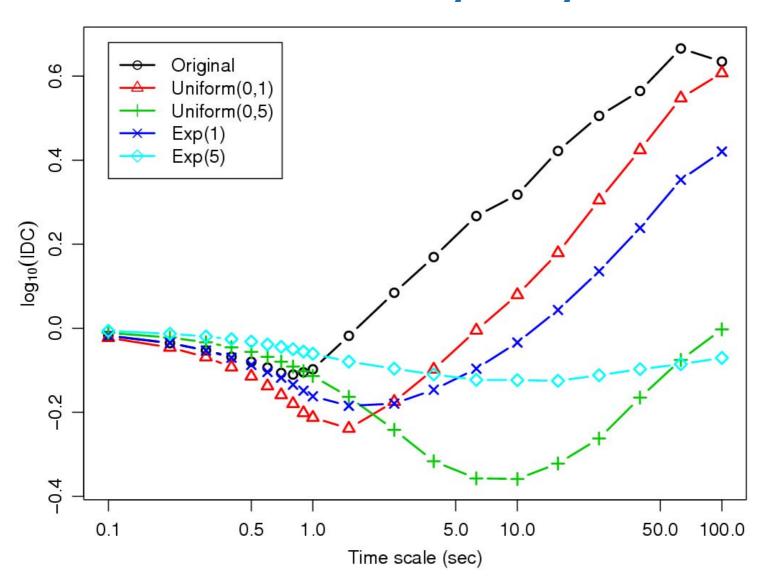


Progressive approach (2000 packets): false negative rate < 1% and 95% correct rate

## **Robustness against Counter Attacks**

- Adding random delays to the release time of client commands
  - Command timing scheme will be ineffective
  - Schemes based on traffic burstiness and human reaction to network conditions are robust
    - Adding random delay to command timing will not eliminate the regularity unless the added delay is longer than the updating interval by orders of magnitude or heavy-tailed
    - However, adding such long delays will make the bots incompetent as this will slowdown the character's speed by orders of magnitude

# The IDC of the original packet arrival process and that of intentionally-delayed versions



## **Our Solution II: Movement Trajectory**

- Based on the avatar's movement trajectory in game
- Applicable for all genres of games where players control the avatar's movement directly
- Avatar's trajectory is high-dimensional (both in time and spatial domain)



#### The Rationale behind Our Scheme

- The trajectory of the avatar controlled by a human player is hard to simulate for two reasons:
  - Complex context information:
     Players control the movement of avatars based on their knowledge, experience, intuition, and a great deal of environmental information in game.
  - Human behavior is not always logical and optimal
- How to model and simulate realistic movements (for game agents) is still an open question in the AI field.

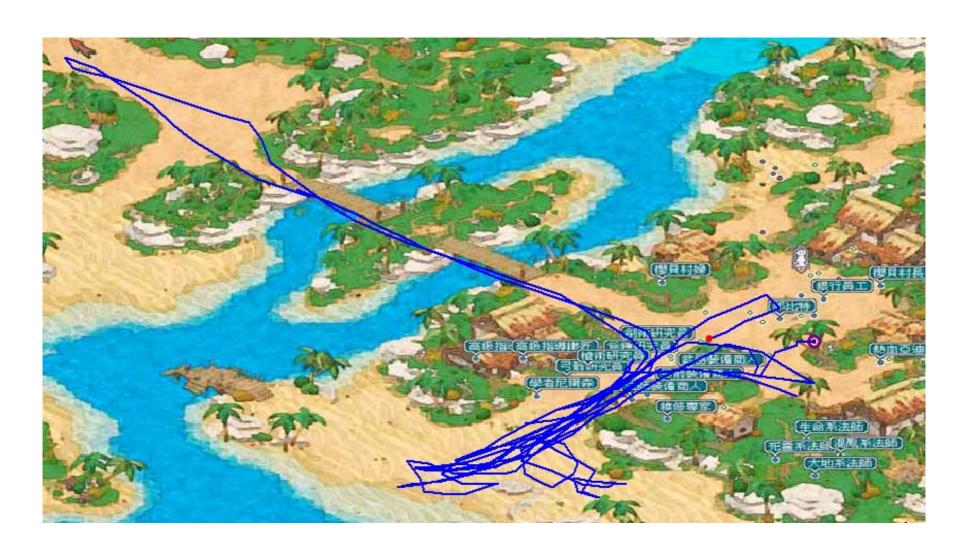
#### **Bot Detection: A Decision Problem**

Q: Whether a bot is controlling a game client given the movement trajectory of the avatar?

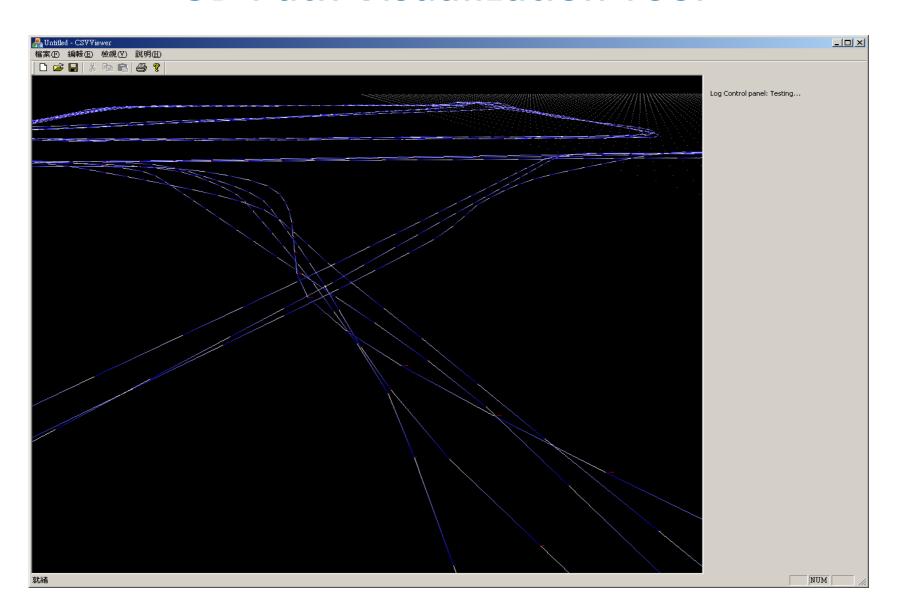
A: Yes / No?



#### **User Movement Trails**



#### **3D Path Visualization Tool**



# Case Study: Quake 2

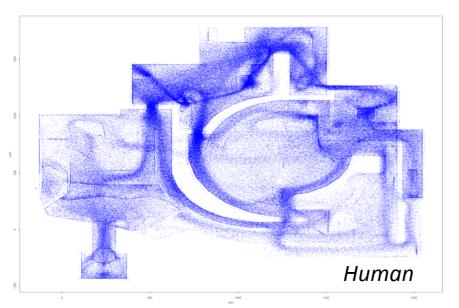


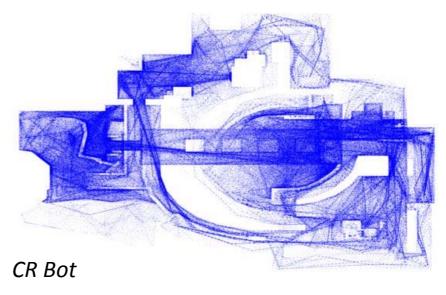


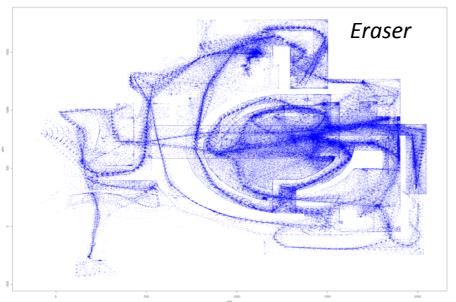


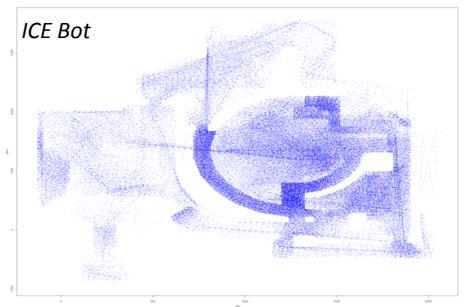
陳昇瑋/當學術研究者遇見線上遊戲

# **Aggregate View of Trails (Human & 3 Bots)**

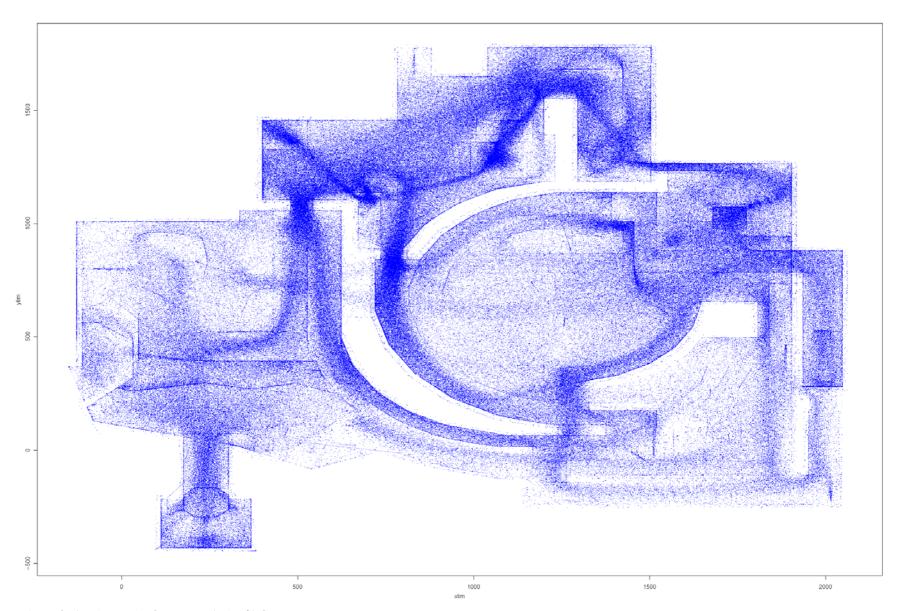




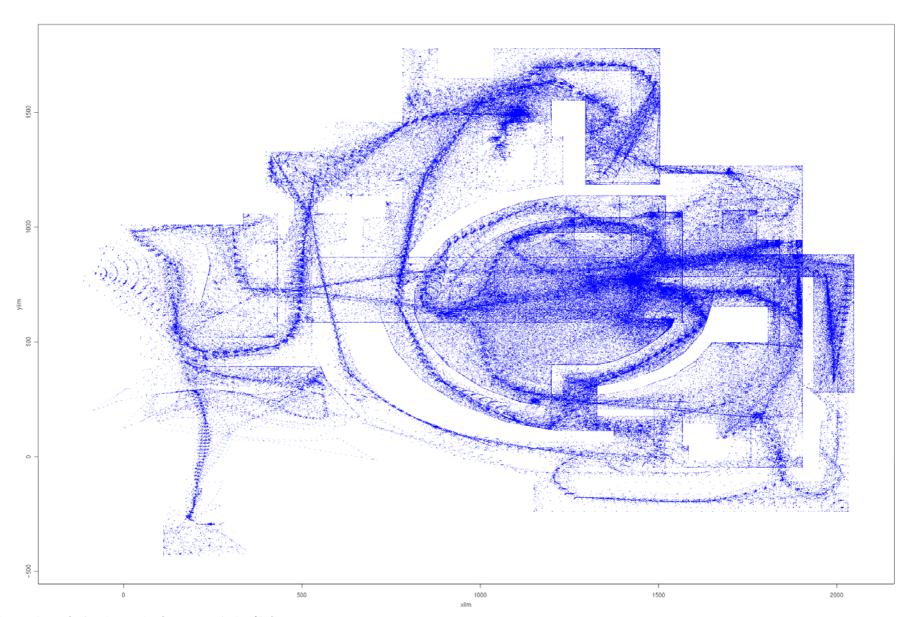




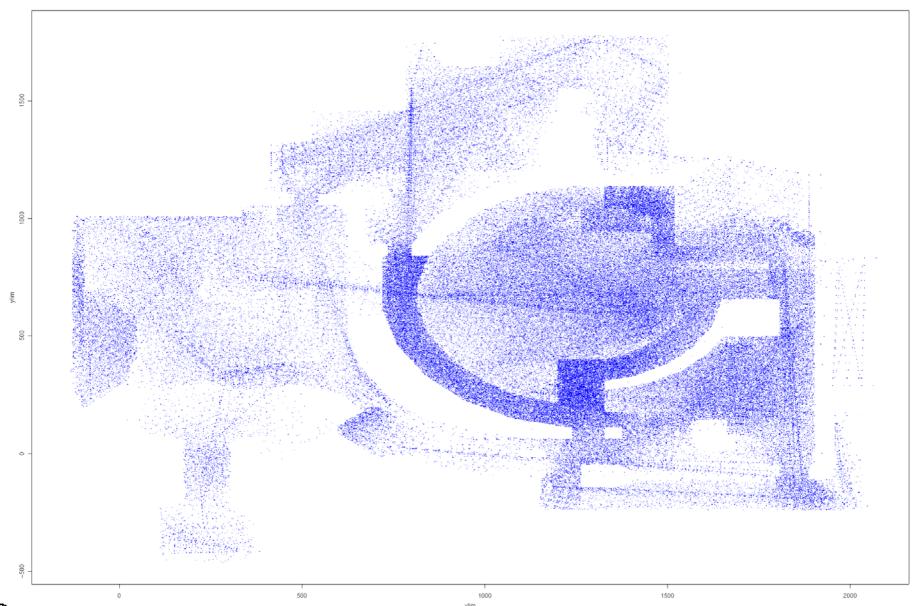
# **Trails of Human Players**



## **Trails of Eraser Bot**



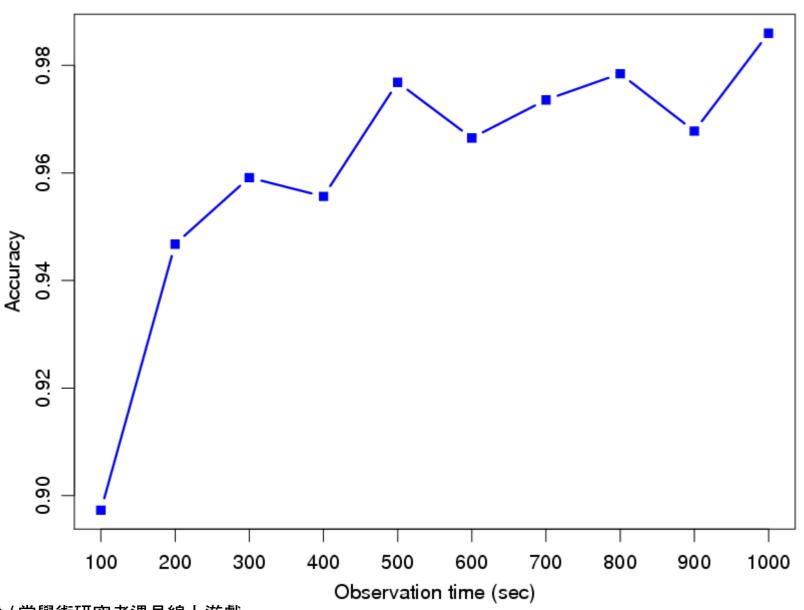
## **Trails of ICE Bot**



## **Movement Trail Analysis**

- Activity
  - mean/sd of ON/OFF periods
- Pace
  - speed/offset in each time period
  - teleportation frequency
- Path
  - linger frequency/length
  - smoothness
  - detourness
- Turn
  - frequency of mild turn, U-turn, ...

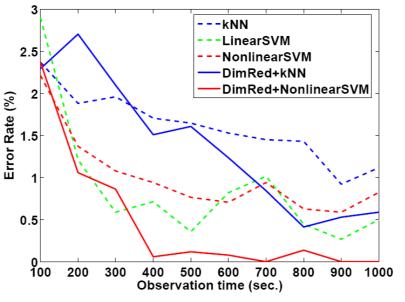
#### **Bot Detection Performance**



## **Five Methods for Comparison**

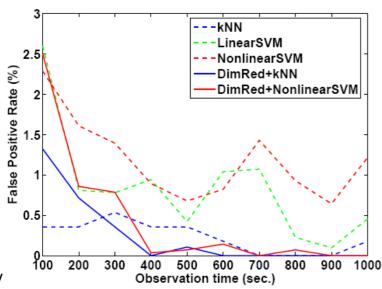
Method	Data Input
kNN	Original 200-dimension Pace Vectors
Linear SVM	
Nonlinear SVM	
Isomap + kNN	Isomap-reduced Pace
Isomap + Nonlinear SVM	Vectors

#### **Evaluation Results**

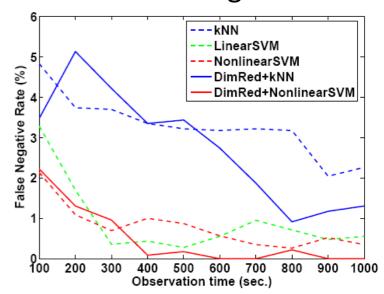


**Error Rate** 

#### **False Positive Rate**



#### False Negative Rate



## **Online Rhythm Games**

 One of the popular casual games is the dancing game



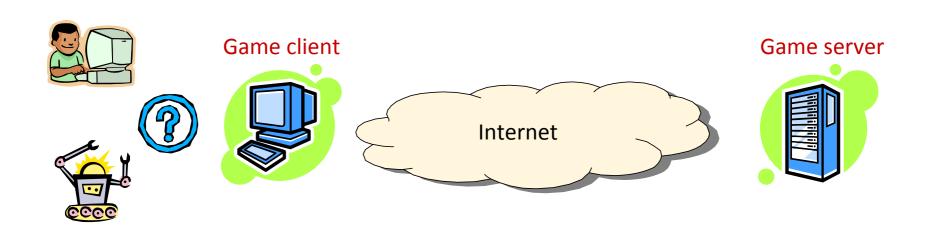


#### **Let's Watch Some Dances**



#### **Dancing Game Bots**

- Game bots: automated AI programs that can perform certain tasks in place of gamers
- Player performance based on timing information,
   which is provided by the client → easy to cheat



## The Challenges



- It's easy to construct a classifier to detect game bots as
  - 1) human behavior contains more variance,
  - 2) each player has her own tendency to make errors / skill levels

 BUT, it's easy for bots to fight back by learning human behavior

#### 偵測方法一:按鍵延遲時間模型

- 玩家在輸入方向鍵(↑、↓、←、→)時,會受到前 幾次輸入的影響,而有些許的延遲,本研究即利用這 些延遲所造成的差異建構檢測的方法。
- ■本研究目前檢測前一次輸入的影響,所以共有 4x4 = 16 種組合。



■上圖中所顯示的 t<sub>1</sub>, t<sub>2</sub>, t<sub>3</sub>, t<sub>4</sub>, t<sub>5</sub>, t<sub>6</sub>, t<sub>7</sub>, t<sub>8</sub> 是個別方向鍵間隔的時間,可以視為個別所花費的時間(除了第一個按鍵),而這就是本研究中所擷取的資料。

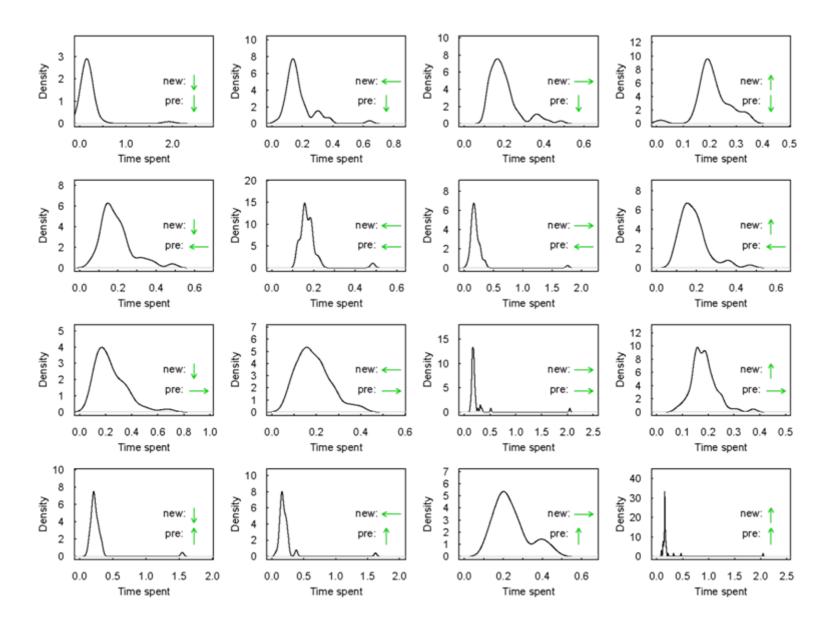
## **Conditional Probability Distribution**

我們著眼於各種組合的機率分佈。例如:前一次輸入
 ↑,新的一次輸入←,記為(new:←,pre:↑);其
 機率分佈函數可寫為

 $f(t | \text{current input} = \leftarrow, \text{ previous input} = \uparrow)$ 

■ 從一個玩家的遊戲記錄,我們可得到 16 個機率分佈 函數

## 16 個機率分佈



## 判別方法 (1)

- 對玩家而言,16種分佈通常各有不同,有的分散、有的集中;而非如同外掛都呈現集中的狀態。
- ■利用無母數檢定 Kolmogorov-Smirnov test (KS test) 檢測 出玩家與外掛表現的差異。
- KS test 為利用兩組資料的累積機率函數 (CDF) 之間最大差異的假設檢定。用於做為適合度檢定的無母數檢定。檢定統計量為  $D_{1,2} = \sup \left| F_1(x) F_2(x) \right|$

其中 1, 2 表示兩筆的資料, F 為經驗累積機率函數

## 判別方法 (2)

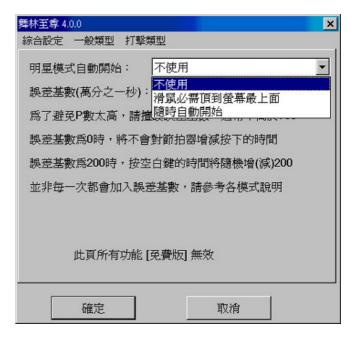
■由於本方法進行多重比較 (16 種組合),我們使用 Bonferroni method 進行顯著水準 (significance level) 的 調整,使得 α = 0.05/16 ≈ 0.003

- 若單體的犯錯率仍然維持 5%,則整體的犯錯率將會 爬升至

$$1 - (1 - 0.05)^{16} = 0.5599$$

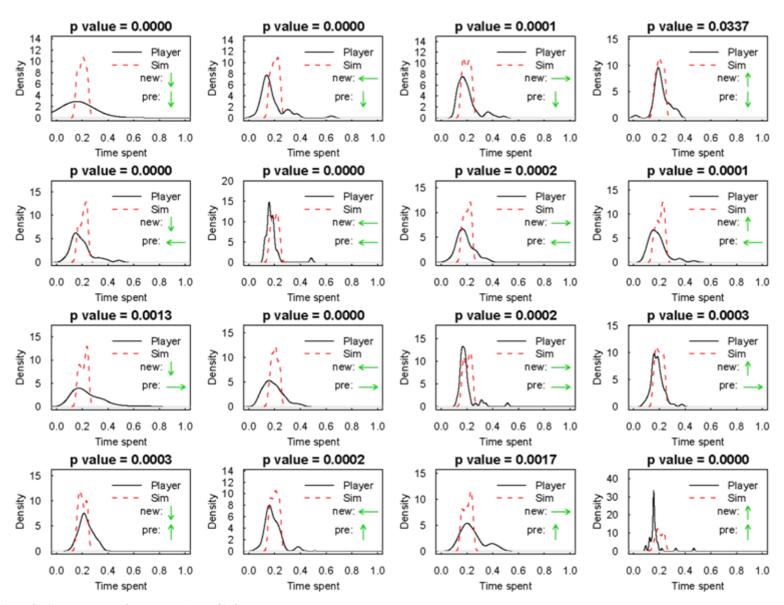
## 效能評估

- 真實外掛:舞林至尊
- 模擬外掛 1:延遲固定時間 + Uniform Distribution (例如 0.2 ± 0.05 秒)

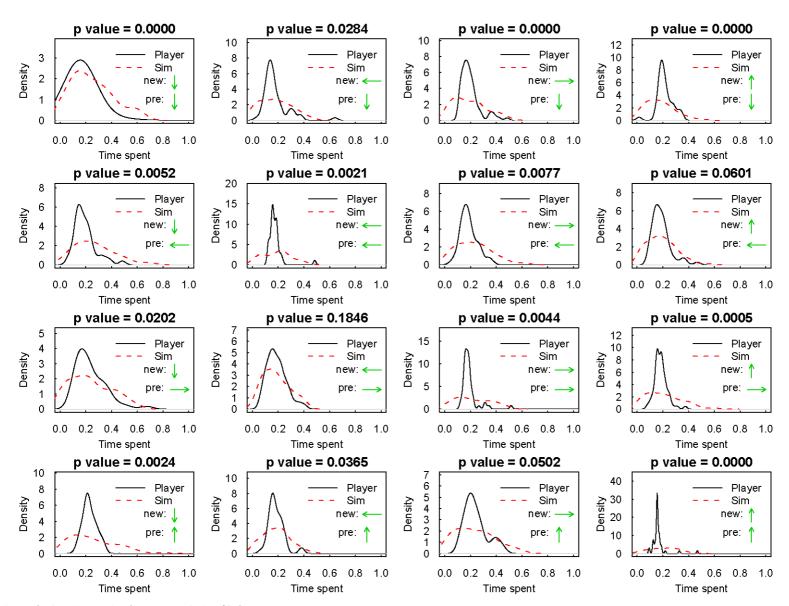


- 模擬外掛 2:延遲固定時間 + Normal Distribution (mean and standard deviation extracted from empirical data)
- 模擬外掛 3:模擬使用者延遲時間 (normal distribution, condition on current input)

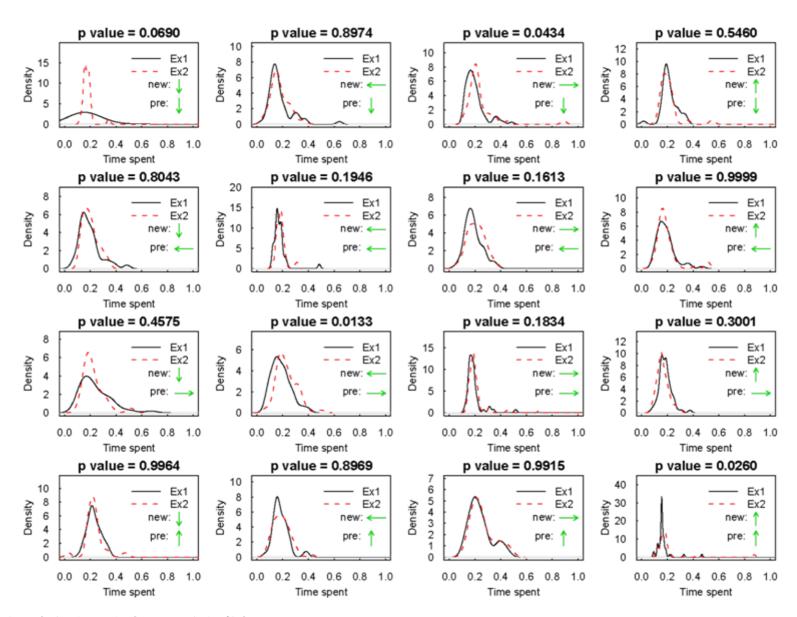
## 模擬外掛 1



## 模擬外掛3



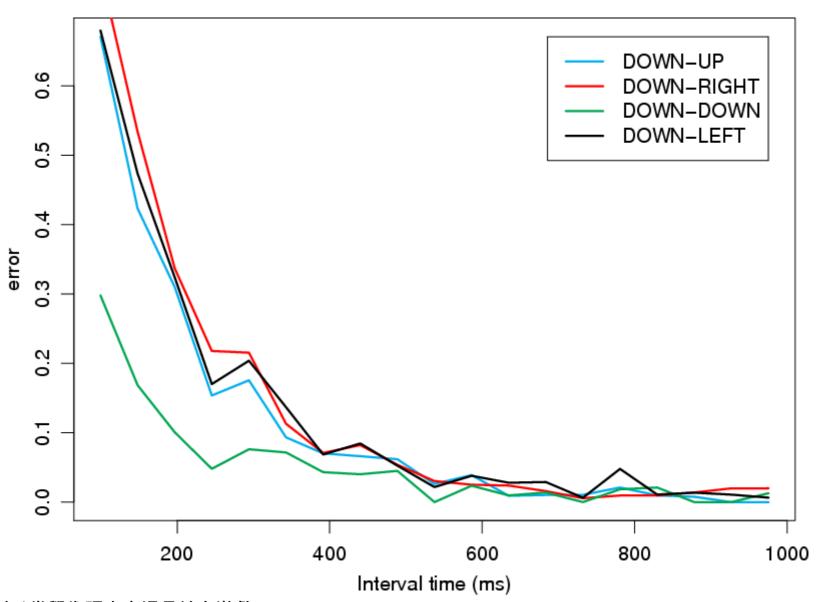
## 行為一致性檢測



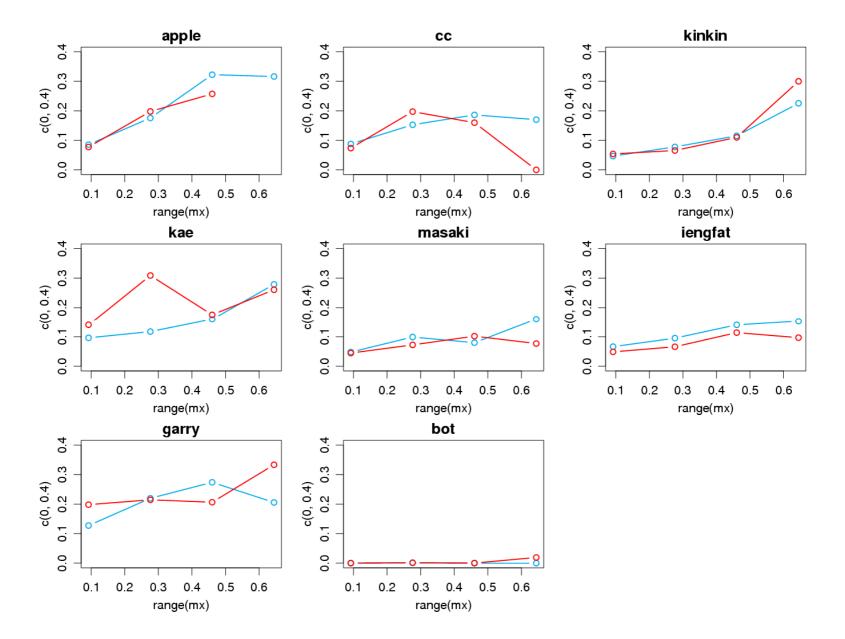
## 偵測方法二:失誤模型

- 玩家的錯誤可分為兩類
  - 隨機出現:好量測,好模擬
  - 壓力下的失誤:無現成模型
- 建立壓力下失誤模型
  - 量化 "壓力"
    - 連續及快速按鍵需求 (多連續? 多快速?)
    - 按鍵間隔時間有變動性
    - 需求按鍵有變動性
  - 描述壓力與失誤機率的關係
- 若使用者的失誤模型有明顯變動,可能是使用外掛

## 量化壓力



#### **Users' Error Rate under Different Pressures**

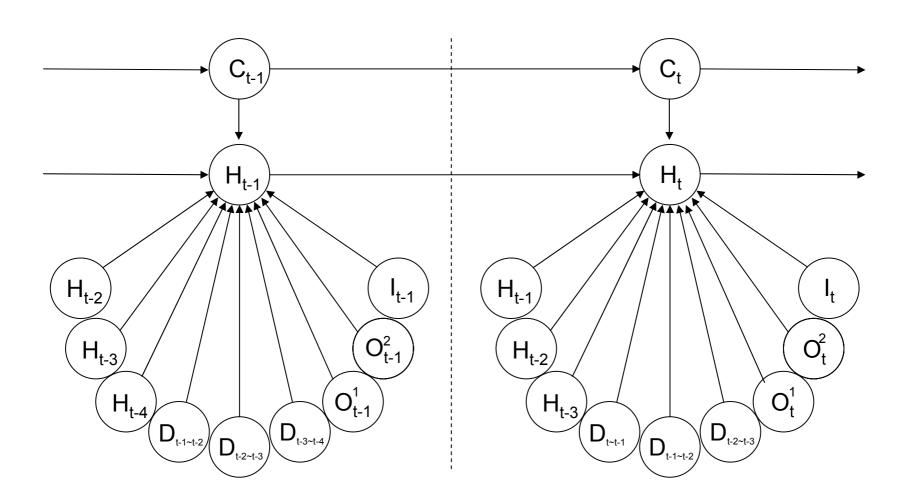


## 防禦力分析

- 方法一:按鍵延遲時間模型
  - 基於多層條件下的條件分布
  - 若外掛開發者知道我們使用幾層條件來做,且熟悉機率/ 統計,可能破解

- 方法二:建立玩家的失誤模型
  - 沒有固定的壓力下失誤模型
  - 外掛無法使用 "重撥失誤攻擊"
  - 除非外掛開發者知道我們的失誤模型的"精確定義"(數學式),否則無法破解

## **Dynamic Bayesian Networks**



## **Dynamic Bayesian Networks**

- C: cheat (true, false)
- H: perfect, great, cool, bad, miss (true, false) (連段成功為cool以上為1,其它0)(Ht-1為上一次) (Ht-2為上上一次) (Ht-3為上上上一次) (Ht-4為上上上上一次)
- D: direction (true, false) (t~t-1這次與上次的方向是否相同)(t-1~t-2上次與上上次的方向是否相同) (t-2~t-3上上次與上上上次的方向是否相同)
- O:output (true, false)(在此次事件中前一秒鐘和兩秒鐘之內是否有新事件)(密集度)
- I: input (true, false)(玩家在此次事件中是否真的有輸入)(是按錯及delay過大的miss還是根本沒有按的miss)

## **User Behavior Topics**

# Game-Play Time Prediction



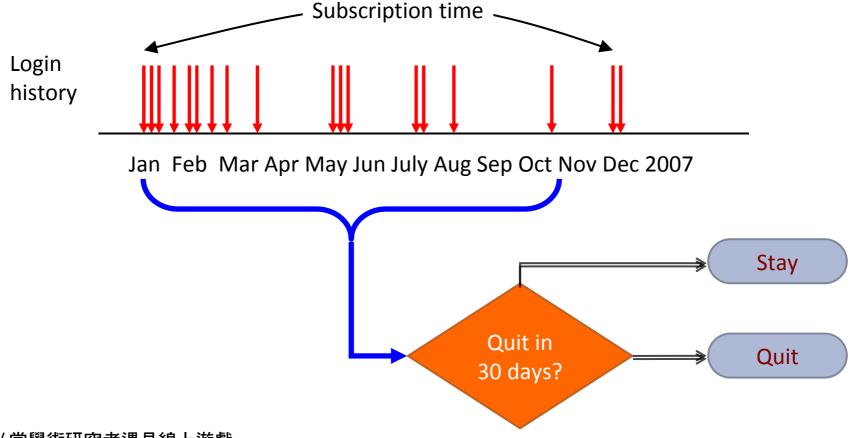
#### **Unsubscription Prediction**

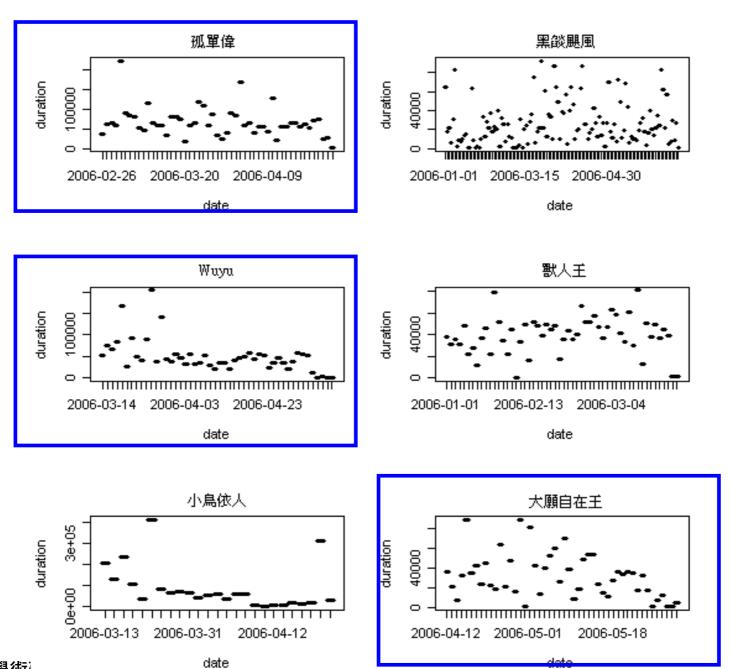
#### Game improvement

- Players' unsubscription → low satisfaction
- Surveys can be conducted to determine the causes of player dissatisfaction and improve the game accordingly
- More likely to receive useful comments before players quit
- Prevent VIP players' quitting (maintain revenue)
  - For "item mall" model, users' contribution (of revenue) is heavy-tailed
  - Losing VIP players may significantly harm the revenue
- Network/system planning and diagnosis
  - By predicting "which" players tend to leave the game → investigating is there any problem regarding network resource planning, network congestion, or server arrangement

#### **Unsubscription Prediction: Our Proposal**

 Rationale: players' satisfaction / enthusiasm / addiction to a game is embedded in her game play history



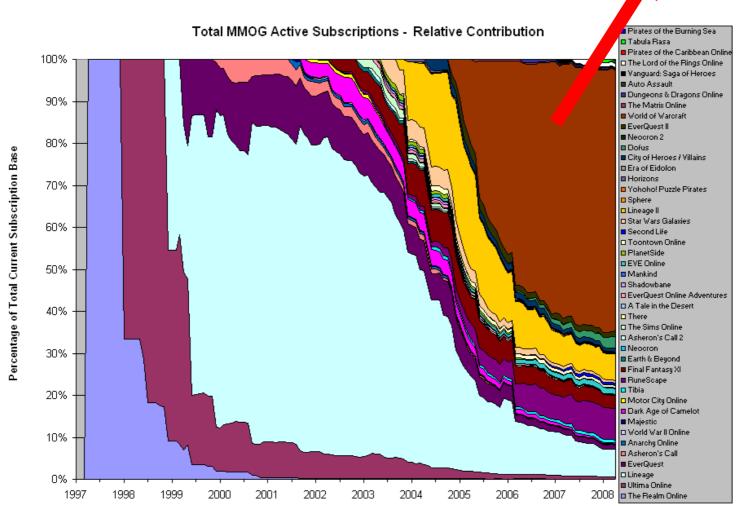




#### **World of Warcraft**



The most popular MMOG for now



# **Data Collection Methodology**

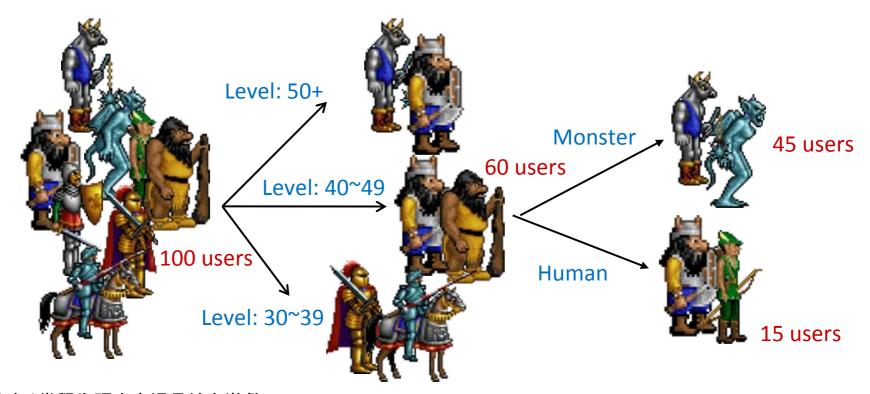
- Create a game character
- Use the command '\who'
- The command asks the game server to reply with a list of players who are currently online



 Write a specialized data-collection program (using C#, VBScript, and Lua)

#### The Limitation of WoW API

- WoW returns at most 50 users in one query
- We narrow down our query ranges by dividing all the users into different races, professions, and levels



# **Trace Summary**

WoW trace				
Start date	2005-12-22			
End date	2007 - 10 - 17			
Length	664  days			
Total sessions	1,672,820			
Accounts observed	$34,\!521$			

# 福克斯大神之謎?? (1)

網友A:不知道在聖光之願部落的玩家有沒有發現到,在新手村薩滿訓練師的後面,永遠都會站著一個叫「福克斯大神」的獵人玩家!在半年前我到聖光定居時我在新手村見到他,到現在他仍然還是留守在那個地方......不會暫離、而且可以觀察他=="

這種事該回報給GM嗎?創新手看到他的時候都覺得好恐佈啊囧

網友B:me too

看到的一瞬間 突然起雞皮疙瘩.....

網友C:"已離去"玩家的怨念(怨魂@@)嗎?

還是在悲傷愛情故事裡,癡等所愛的另一人?

 $\Lambda\Lambda\Lambda\Lambda\Lambda\Lambda\Lambda\Omega$ 

網友D:哈線在好多人在看噢

旁邊爲了一大群人@@

觀光景點呀XD

ref. <a href="http://forum.gamebase.com.tw/content.jsp?no=4715&cno=47150002&sno=75201947">http://forum.gamebase.com.tw/content.jsp?no=4715&cno=47150002&sno=75201947</a>

ref. <a href="http://www.wings-of-narnia.com/viewtopic.php?t=3012">http://www.wings-of-narnia.com/viewtopic.php?t=3012</a>

# 福克斯大神之謎?? (2)

網友E:我剛剛也有去看了一下 開了一個ID叫做"聽說有鬼"的獸人戰士 坐在他面前的桶子一直望著他~忽然!

<暫離>福克斯大神 他蹲下了...隔一分鐘..消失=´=" ..

••

現在我心裡也是毛毛的..

網友F:好猛鬼啊!!!!!大神的力量好可怕啊,一堆信眾死在他之前!!!!!!

網友G:我上次有開過去看,還遇到了兩位同好,看的時候真的蠻不可思議的...

可以列入魔獸10大世界奇觀吧!

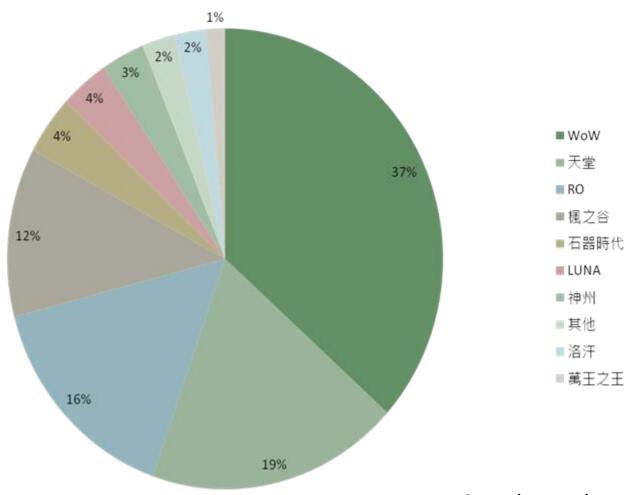
# 福克斯大神與祂的信眾們 -\_-





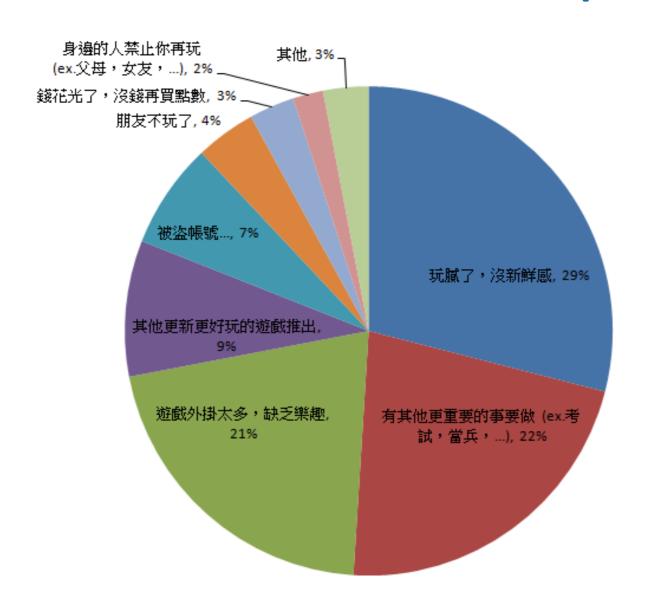


# Questionnaire

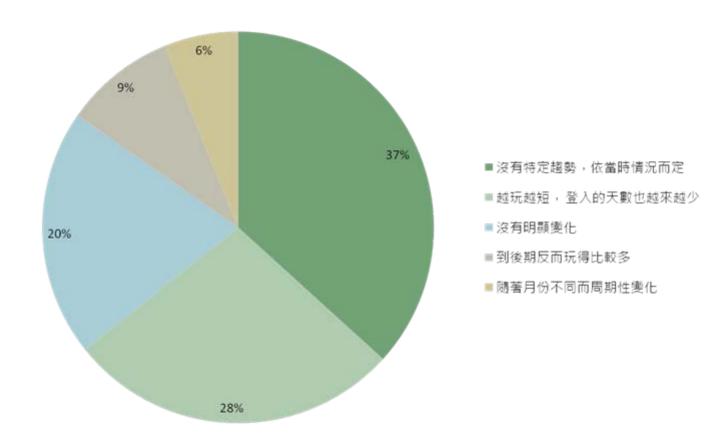


Sample number: 1747

## **Reasons for User Unsubscription**



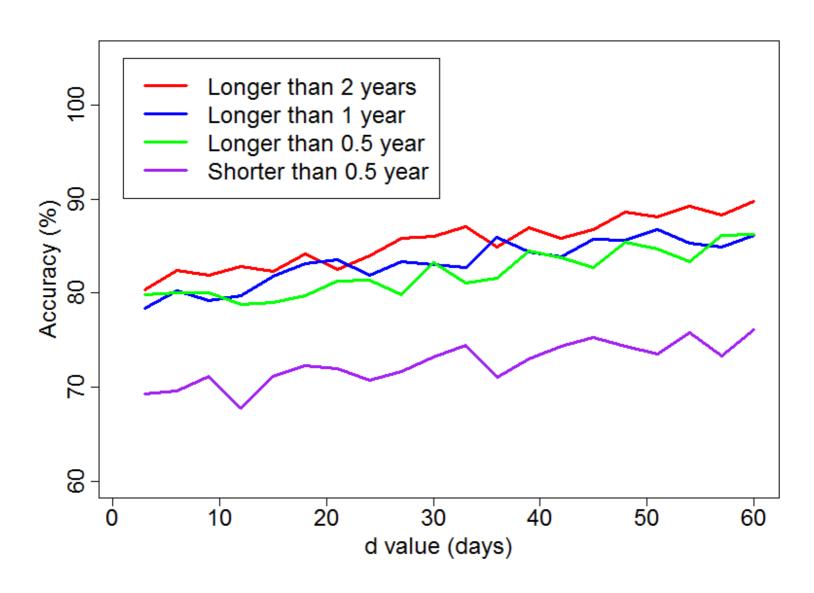
# **Trend of Game Playing Time**



# Logisitic Regression Model for Unsubscription Prediction

- Significant features (out of > 20 features)
  - Avg. session time
  - Daily session count
  - Variation of the login hour (when the player starts playing a game each day)
  - Variation of daily play time (number of hours)
- A naive logistic regression model achieves approximately
   75% prediction accuracy

# **Unsubscription Prediction Result**



# **Networking Topics**

**Game Traffic Analysis** 

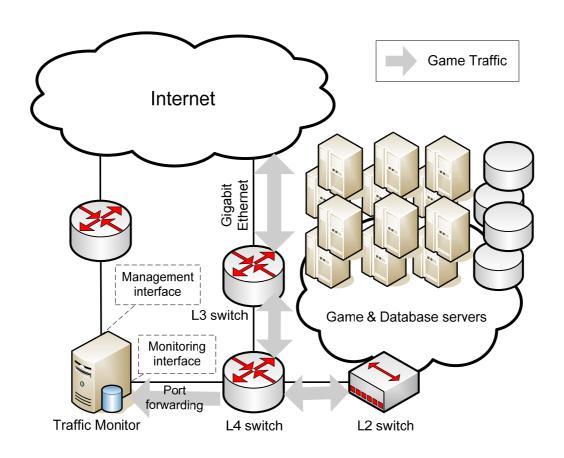
- Understand game traffic characteristics (and effect on current Internet)
- Predict bandwidth demand
- Identify potential performance problems

(Ref: Kuan-Ta Chen and Polly Huang and Chin-Laung Lei, "Game Traffic Analysis: An MMORPG Perspective," Computer Networks, volume 50, number 16, November 2006.)

# **Case Study: ShenZhou Online**

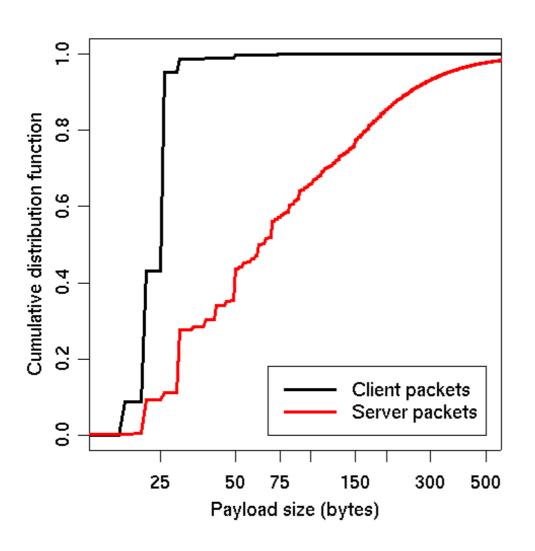


#### **Traffic Trace Collection**



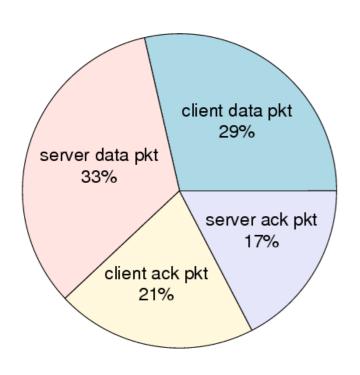
trace	conn. #	packets (in/out/both)	bytes (in/out/both)	
N1	57,945	342M / 353M / 695M	4.7TB / 27.3TB / 32.0TB	
N2	54,424	325M / 336M / 661M	4.7TB / 21.7TB / 26.5TB	

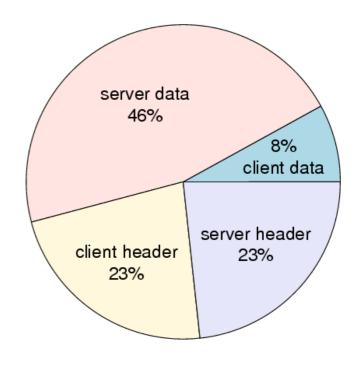
# Payload size distribution - CDF



- client packets
  - 98% pkts' payload ≤ 31 bytes
  - the most two modes occupy
     90% ⇒ certain commands
     are popular
- server packets
  - avg. payload size 114 bytes
- contrast to the mean packet size 400 bytes observed in backbones

#### **Protocol Overhead**





(a) Packet count

(b) Byte count

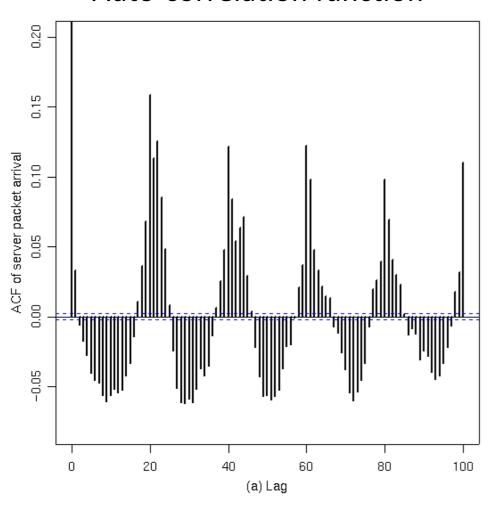
38% packets are TCP ACK packets

46% bandwidth are used by TCP/IP headers

### **ACF of Aggregate Server Packet Arrivals**

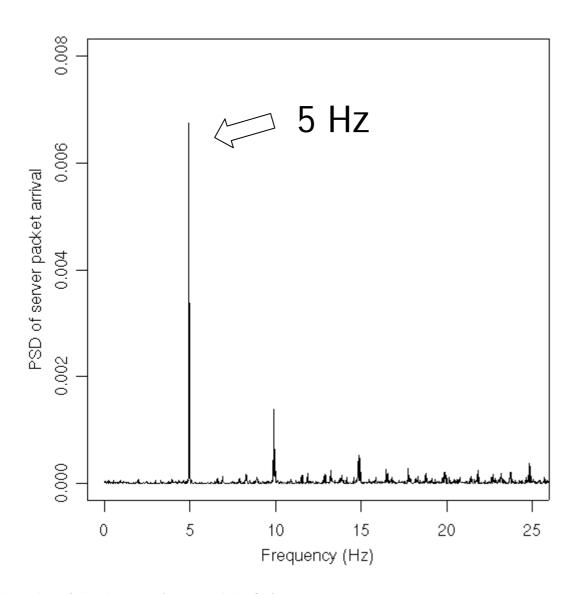
(taken in every 10 ms)

#### **Auto-correlation function**



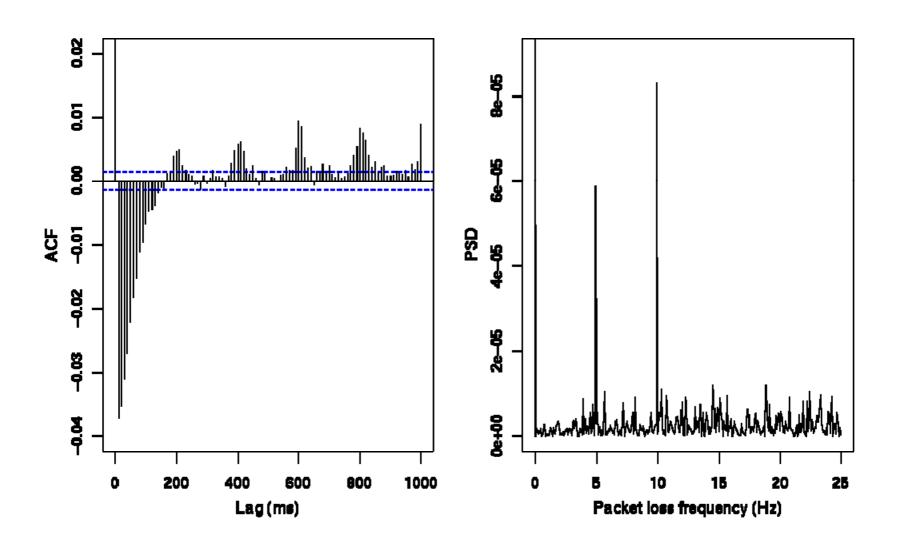
- periodicity: 200 ms
- position updates are synchronous for all clients
- incurring periodic packet bursts

# **Frequency Components in Server Traffic**

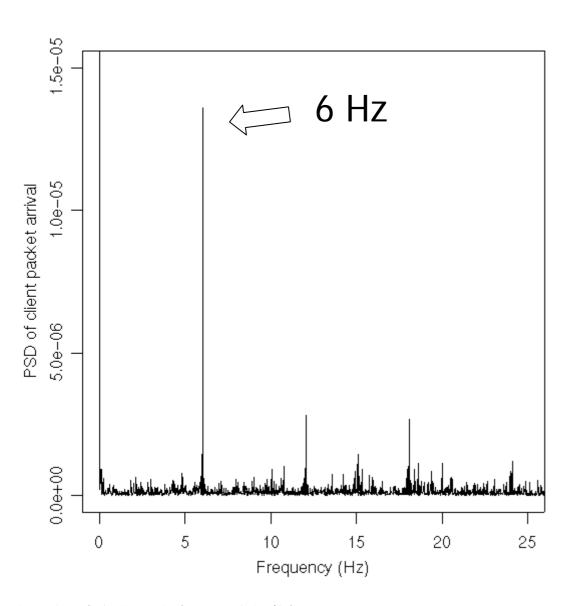


- 5 updates per second
- Nagle's algorithm / delayed ack options
- server timer synchronized?

#### **Packet Loss Pattern**



# **Frequency Components in Client Traffic**



- by auto-walk and auto-attack timers
- Adjust frequency by level/skill and weapons held
- client timers are synchronized?

#### **Lessons Learned**

- High protocol overhead
  - Aggregate messages if possible
- TCP Options
  - Turn off "delayed ack" and "Nagle's algorithm" options
- High synchronicity between flows
  - A common design pattern (dispatch packets in a loop)
- High synchronicity between servers
  - NTP clock synchronization

# **Networking Topics**

# User Perception Measurement



How to improve users' gaming experience?

(Ref: Kuan-Ta Chen, Polly Huang, and Chin-Laung Lei, "Effect of Network Quality on Player Departure Behavior in Online Games," To Appear in IEEE Transactions on Parallel and Distributed Systems.)

# **How Gamers are Aware of Service Quality?**

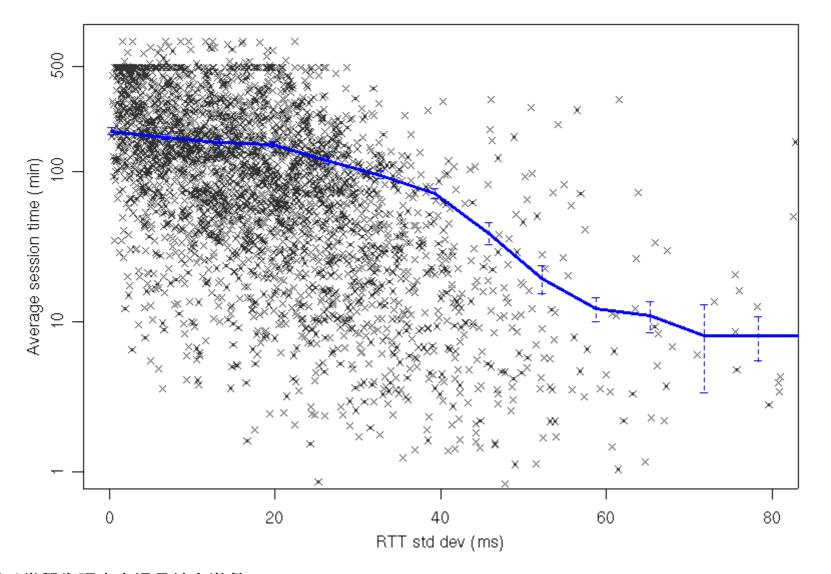
- Real-time interactive online games are generally considered QoSsensitive
- Gamers are always complaining about high "ping-times" or network lags



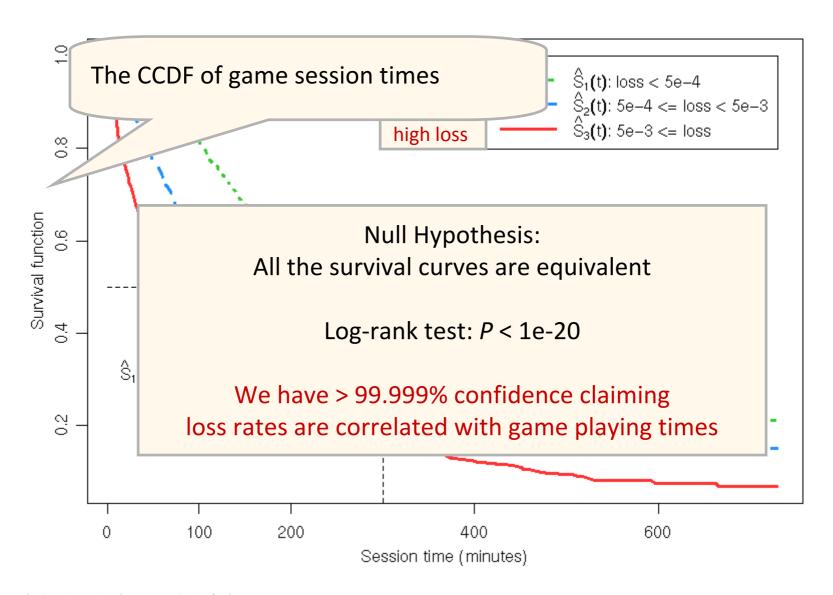
- Online gaming is increasingly popular despite the best-effort
   Internet
  - Q1: Are game players really sensitive to network quality as they claim?
  - Q2: If so, how do they react to poor network quality?

# **Delay Jitter vs. Session Time**

(std. dev. of the round-trip times)



# **Hypothesis Testing -- Effect of Loss Rate**



## **Regression Modeling**

- Linear regression is not adequate
  - Violating the assumptions (normal errors, equal variance, ...)
- The Cox regression model provides a good fit
  - Log-hazard function is proportional to the weighted sum of factors

$$\log h(t|\mathbf{Z}) \propto \boldsymbol{\beta}^t \mathbf{Z}$$
 (our aim is to compute  $\boldsymbol{\beta}$ )

where each session has factors Z (RTT=x, jitter=y, ...)

#### Hazard function (conditional failure rate)

The instantaneous rate of quitting a game for a player (session)

$$h(t) = \lim_{\Delta t \to 0} \frac{\Pr[t \le T < t + \Delta t | T \ge t]}{\Delta t}$$

# **Final Model & Interpretation**

Variable	Coef	Std. Err.	Signif.
log(RTT)	1.27	0.04	< 1e-20
log(jitter)	0.68	0.03	< 1e-20
log(closs)	0.12	0.01	< 1e-20
log(sloss)	0.09	0.01	7e-13

#### Interpretation

A: RTT = 200 ms

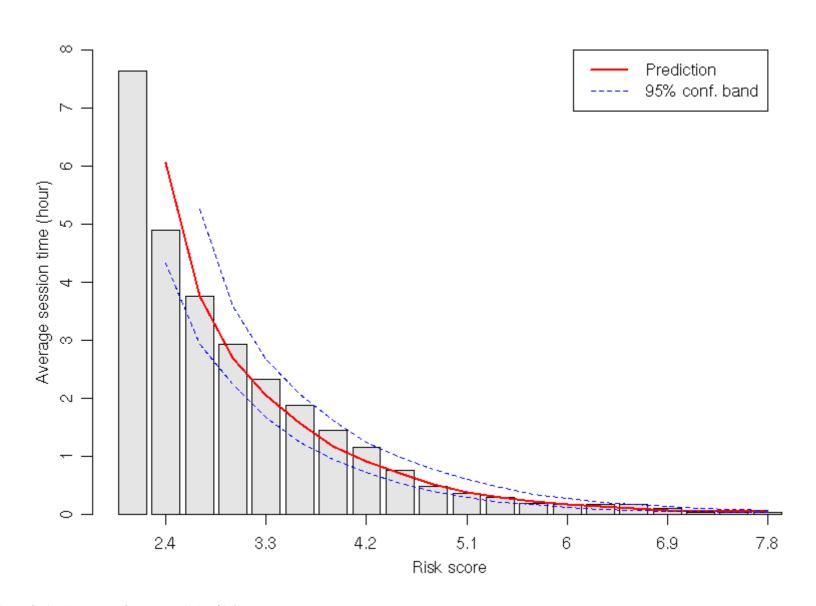
B: RTT = 100 ms, other factors same as A

Hazard ratio between A and B:

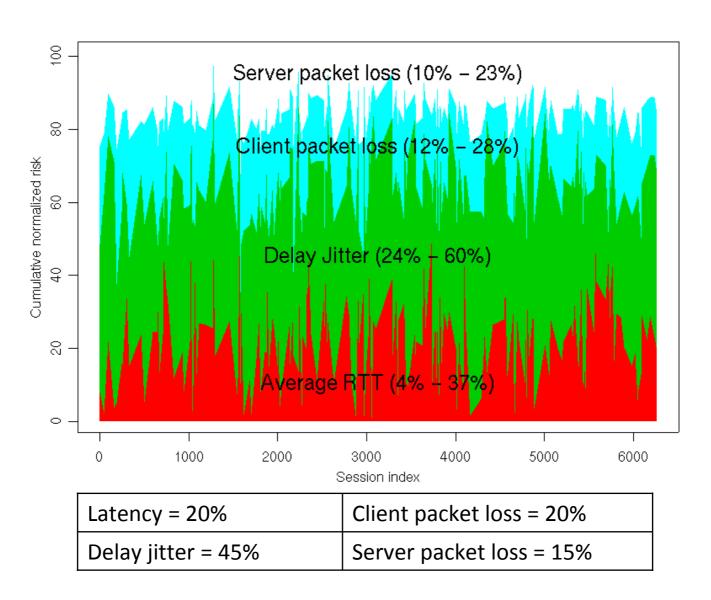
 $\exp((\log(0.2) - \log(0.1)) \times (1.27)) \approx 2.4$ 

A will more likely leave a game (2.4 times probability) than B at any moment

# How good does the model fit?



### **Relative Influence of QoS Factors**



#### **An Index for ShenZhou Online**

$$\begin{array}{ll} \mathsf{log}(\mathsf{departure\ rate}) & \propto & 1.27 \times \mathsf{log}(\mathsf{RTT}) + 0.68 \times \mathsf{log}(\mathsf{jitter}) + \\ & 0.12 \times \mathsf{log}(\mathsf{closs}) + 0.09 \times \mathsf{log}(\mathsf{sloss}) \end{array}$$

RTT: round-trip times

jitter: level of network congestion

closs: loss rate of client packets

sloss: loss rate of server packets

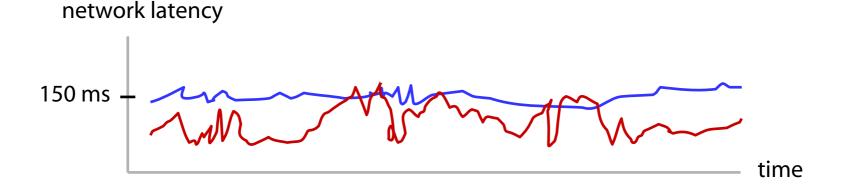
#### **Features**

- derived from real-life game sessions
- accessible and computable in real time
- implications: delay jitter is more intolerable than delay

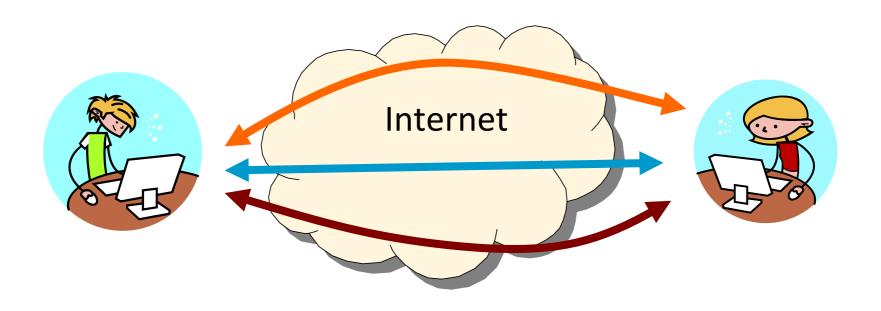
# **App #1: Evaluation of Alternative Designs**

#### Suppose now we have two designs (e.g., protocols)

- One leads to lower delay but high jitter:
  - 100 ms, 120 ms, 100 ms, 120 ms, 100 ms, 120 ms, 100 ms, 120 ms, ...
- One leads to higher delay but lower jitter:
  - 150 ms, ...
- Which one design shall we choose?



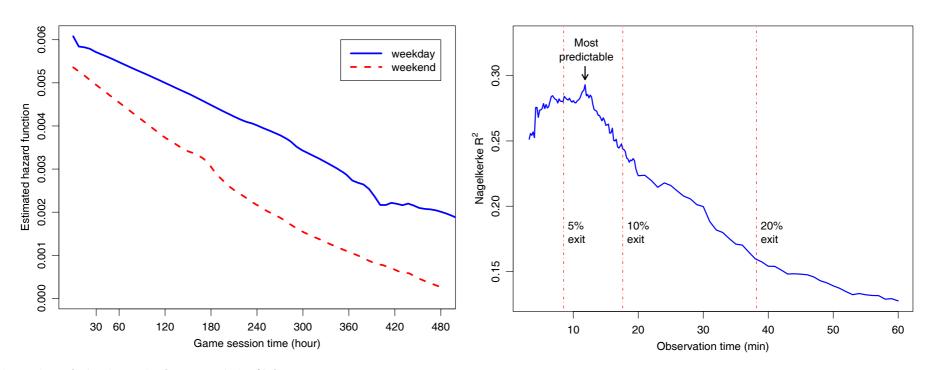
# **App #2: Overlay Path Selection**



path	delay	jitter	loss rate	score	
	100 ms (G)	50 ms (P)	5% (P)	3.84	
	150 ms (A)	20 ms (G)	1% (A)	6.33	
	200 ms (P)	30 ms (A)	1% (A)	5.43	

# **Player Departure Behavior Analysis**

- Player departure rate is decreasing by time
- Golden time is the first 10 minutes: the longer gamers play, the more external factors would affect their decisions to stay or leave
  - allocating more resources to players just entered



# **Networking Topics**

# Transport Protocol Design

- Is TCP good enough for MMOG?
- How to design a suitable protocol for (fast-paced) MMOG?

(Ref: Chen-Chi Wu, Kuan-Ta Chen, Chih-Ming Chen, Polly Huang, and Chin-Laung Lei, "On the Challenge and Design of Transport Protocols for MMORPGs," Springer Multimedia Tools and Applications, 2009.)

## **Choice of Transport Protocol**

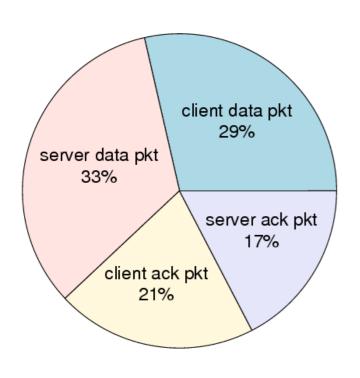
- TCP is considered not suitable for real-time communication
- All first-person shooting games use UDP
- No consensus has been reached for MMORPGs
  - Heated debate occurs at game developers' forums
  - Each protocol has quite a few proponents

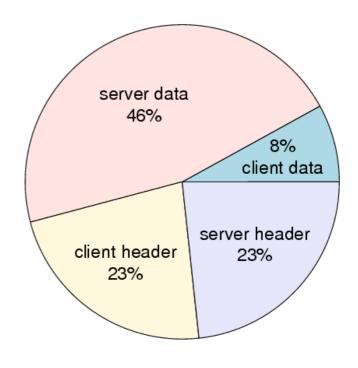
Protocol	MMORPGs
ТСР	World of Warcraft, Lineage I/II, Guild Wars, Ragnarok Online, Anarchy Online, Mabinogi
UDP	EverQuest, Star Wars Galaxies, City of Heroes, Ultima Online, Asherons Call, Final Fantasy XI
TCP+UDP	Dark Age of Camelot

## **TCP Performance Analysis**

- Protocol overhead
- In-order delivery
- Congestion control
- Loss recovery

### **Protocol Overhead**





(a) Packet count

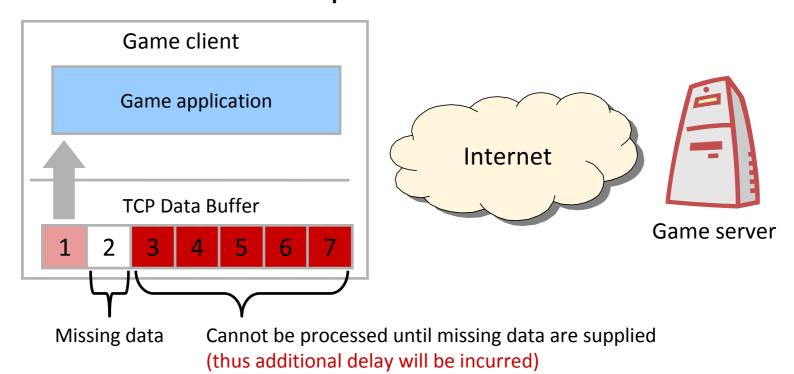
(b) Byte count

38% packets are TCP ACK packets

46% bandwidth are used by TCP/IP headers

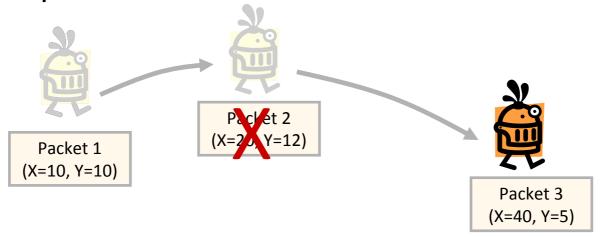
## **In-Order Delivery**

- TCP enforces byte-level in-order delivery
- Cons: a dropped packet causes a stall in subsequent network data until that packet is delivered



## **In-Order Delivery is Not Always Required**

- Server to client: state updates, dialogue messages, responses to users' queries
- Client to server: many commands are accumulative, e.g., position updates

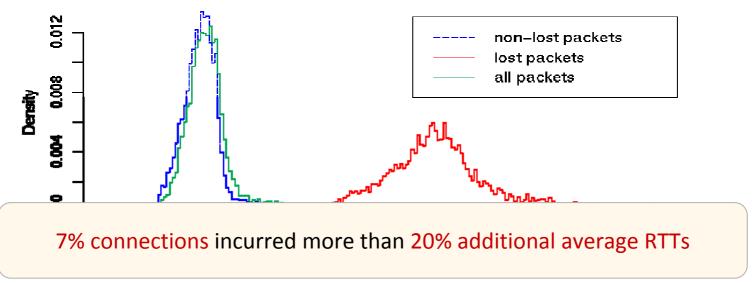


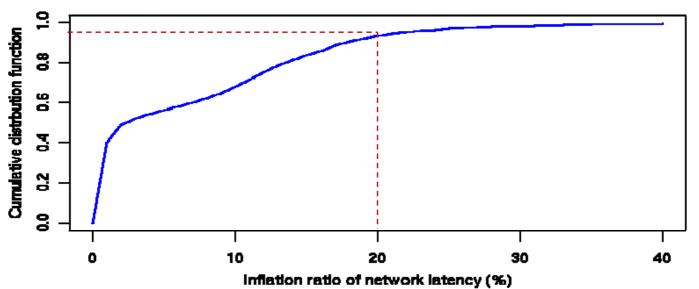
Processing packet 3 without waiting for packet 2 is OK and leads to more smooth game play

## **Overhead of In-Order Delivery**

- Assuming an ideal case that all packets can be processed in any order
- The overhead of in-order delivery is measured by
  - The increase of round-trip times (RTT)
  - The increase of RTT jitters (std. dev.)

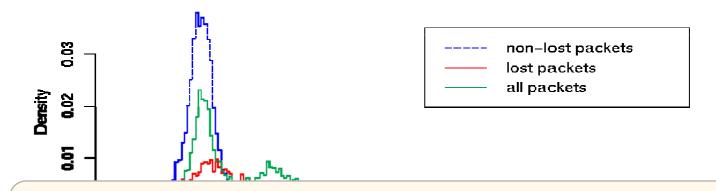
### The Effect of In-Order Delivery on RTT





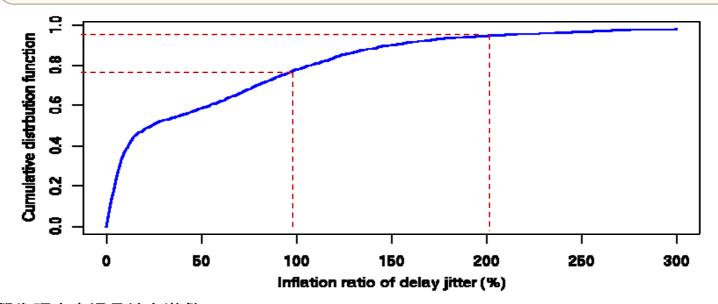
### The Effect of In-Order Delivery on RTT Jitter

(std. dev. of RTTs)



22% connections incurred more than 100% additional RTT jitters.

6% connections incurred more than 200% additional RTT jitters.

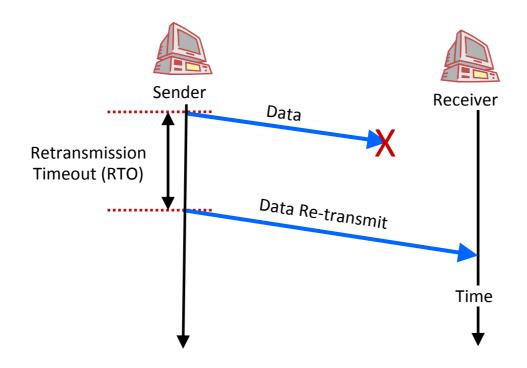


### **Unnecessary Congestion Window Reset**

- The "restart after idle periods" policy:
   TCP resets its window to 2 if a connection stops sending data for a short interval (usually < 1 second)</li>
- The policy prevents inappropriate bursts of packets being sent due to an out-of-date window
- But, game packet rate is so low → window is occasionally reset
   (18% of packets faced a window reset)
- In this case, a series of three commands following a thinking time will be penalized (the 3<sup>rd</sup> packet will be delayed until the first two have been delivered)

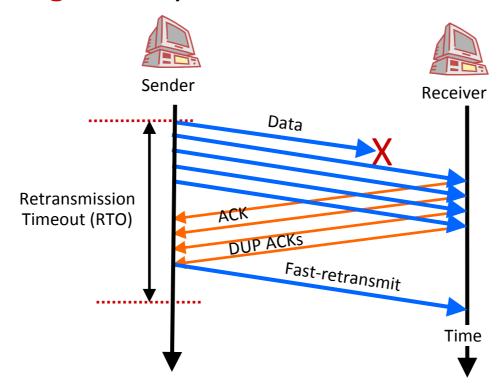
## **Loss Recovery -- Retransmission TimeOut**

 Originally, TCP only relies on a timer to detect packet loss and resend packets



## **Loss Recovery -- Fast Retransmit**

 TCP Tahoe/Reno improves loss detection with duplicate acknowledgement packets



### The Failure of Fast Retransmit

- Insufficient duplicate acks
  - The game packet rate is too low
  - Required: more than 4 nackets in (RTO RTT) (mostly less than
    - More than 99% dropped packets were not detected by fast retransmit
    - Average latency for non-dropped packets was 180 ms;
       Average latency for dropped packets was 700 ms
    - This is why in-order delivery incurred so much overhead in transmission latency and delay jitters

not contain data

 The fast retransmit may not be triggered even sufficient dup acks are generated

G

acket

### **TCP Performance: Summary**

### TCP is unwieldy and inappropriate for MMORPGs

 due to the unique features of game traffic: tiny packets, low packet rate, bi-directional traffic, applicationlimited traffic generation

### Benefit from replacing TCP with an ideal protocol

- player departure rate is expected to decrease by 20%
- an increase of average playing time from 100 min to 135 min

### **Transport Protocol Design**

- Research issues
  - congestion control, flow control
  - dissemination scheme (data aggregation)
  - ordering and reliability support (how to do ack?)
  - packet loss handling (loss detection, local recovery)
  - synchronicity between flows (reducing traffic burstiness)
  - and many more ...

### **Protocol Design Guidelines (1)**

- Supporting both reliable and unreliable delivery
  - Some packets can be safely discarded without affecting gaming experience
  - E.g., A gesture of a character faraway from the notified character may need not to be reliably transmitted

- Supporting both in-order and out-of-order delivery
  - Only ordering packets whenever absolutely necessary
  - E.g., Ordering is irrelevant for repeated attack actions (fight the same enemy with the same weapon)

### **Protocol Design Guidelines (2)**

### Accumulative delivery

- A new messages can override all the previous ones
- Missing some packets in a series of accumulative commands does not matter (unless the last one in series is also dropped)
- E.g., position updates

### Multiple streams

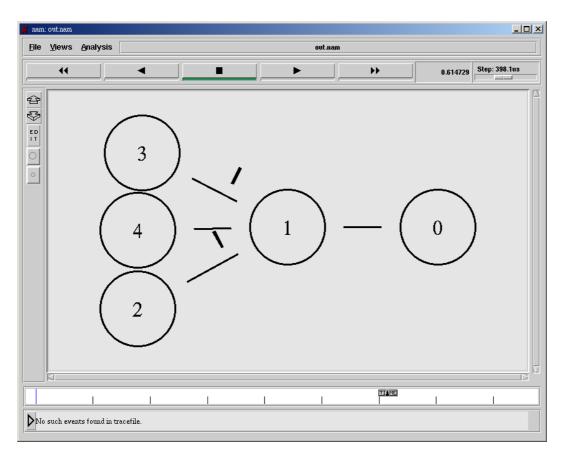
- Make messages as independent as possible
- Messages need to be ordered only when they are in the same stream
- E.g., chat messages are independent of game play commands

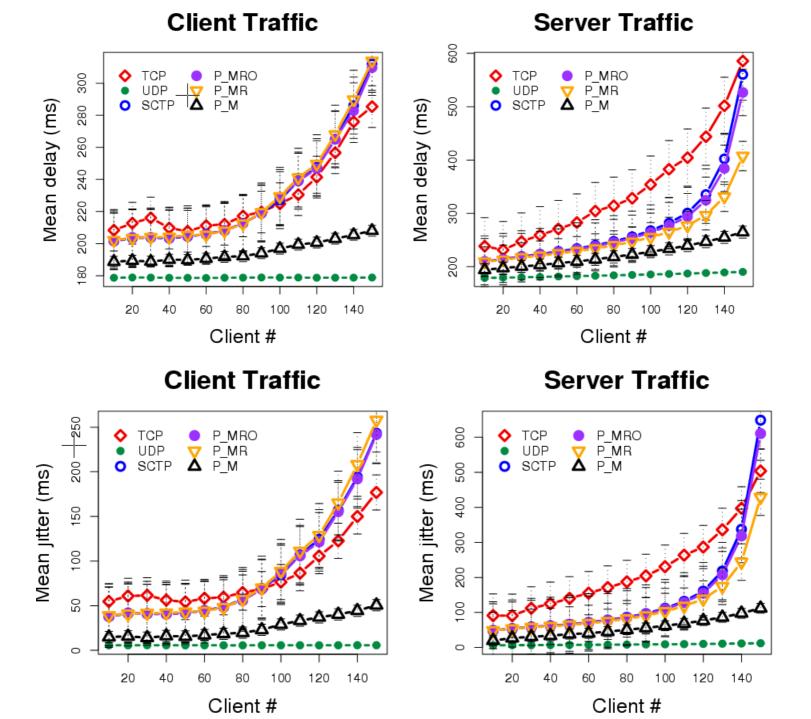
## **Protocol Design Guidelines (3)**

- Coordinated congestion control
  - Tens of thousands of flows are not unusual
  - Difficult for all the flows to achieve an efficient bandwidth sharing by competition
  - Make congestion control in a coordinated, rather than competitive, manner
  - E.g., avoid dispatching game message synchronously for all game clients → alleviate traffic burstiness → reduce overall packet loss rate

## **Evaluation Methodology**

- A ns2-based testbed which simulates MMORPG client/server
- supports TCP, UDP, SCTP, DCCP





# **User Behavior Topics**

# Game Social Network Analysis



### **Motivation**

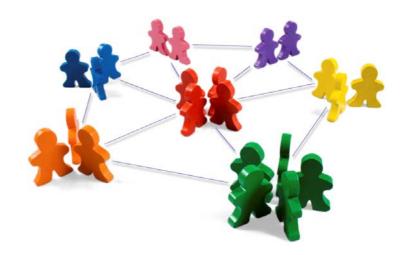
Q: What encourages the social interaction between online gamers?

#### Goals

- Understand the causes of the vigorousness of a game social network
- Find a way to maintain and even promote the social interaction between online gamers

## **Static Analysis**

- Graph structure (of each network)
  - Degree
  - Clustering
  - Degree Correlation Distribution
  - K-Core
  - Community Structure



Correlations between different networks (layers)

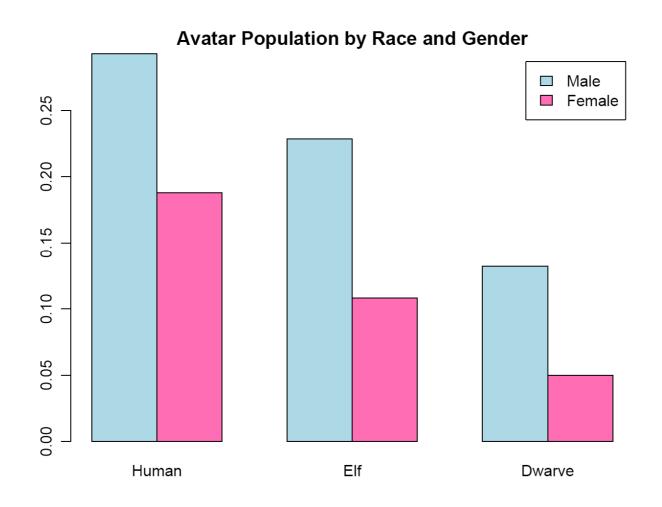
## **Dynamic / Temporal Analysis**

Which social relationship is more robust / fragile?

- Causal effects between social relationship
  - E.g., trade → same guild OR join the same guild → trade

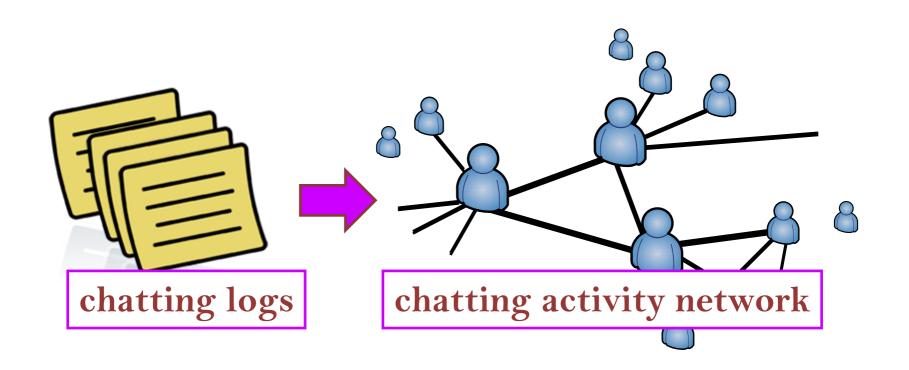
• How to define an "aggregate" index that can quantify the strength of the relationship between gamers?

# **In-Game Demographics**



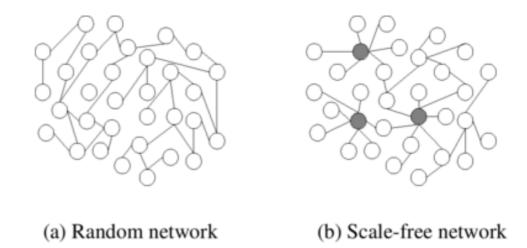
## **Chatting Activity Network**

 We build the chatting activity network to describe the chatting behavior between gamers

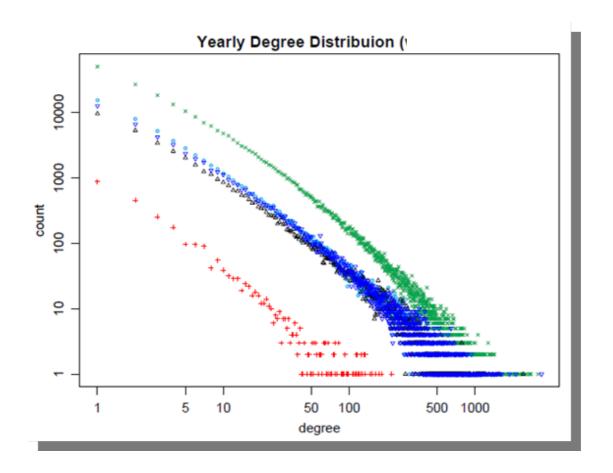


### **Degree Distribution**

- A scale-free network is a network whose degree distribution follows a power law, at least asymptotically.
- The power law distribution highly influences the network topology. It turns out that the major hubs are closely followed by smaller ones.



### **Degree Distribution (log-log plot)**



### Game social network follows a power-law distribution

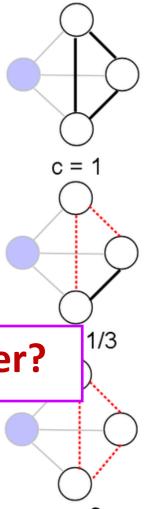
## **Clustering Coefficient**

- Example clustering coefficient on an undirected graph for the shaded node i.
- Black line segments are actual edges connecting neighbors of i, and dotted red segments are missing edges.

$$N_i = \{v_j : e_{ij} \in E \land e_{ji} \in E\}.$$

The degree  $k_i$  of a vertex is defined as  $|N_i|$ 

### Do your friends know each other?

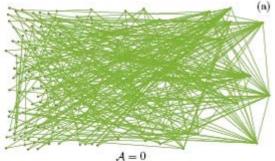


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## **Assortativity**

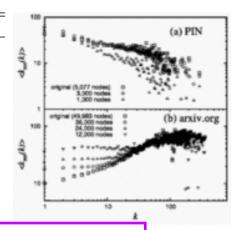
$$r = \frac{\sum_{jk} jk(e_{jk} - q_j q_k)}{\sigma_q^2}$$





Scale-free networks for different degrees of
assortativity: (a) A = 0 (uncorrelated network), (b) A =
0.26, (c) A = 0.43

Network	n	r
Physics coauthorship (a)	52 909	0.363
Biology coauthorship (a)	1 520 251	0.127
Mathematics coauthorship (b)	253 339	0.120
Film actor collaborations (c)	449 913	0.208
Company directors (d)	7 673	0.276
Internet (e)	10 697	-0.189
World-Wide Web (f)	269 504	-0.065
Protein interactions (g)	2 115	-0.156
Neural network (h)	307	-0.163
Marine food web (i)	134	-0.247
Freshwater food web (j)	92	-0.276
Random graph (u)		0

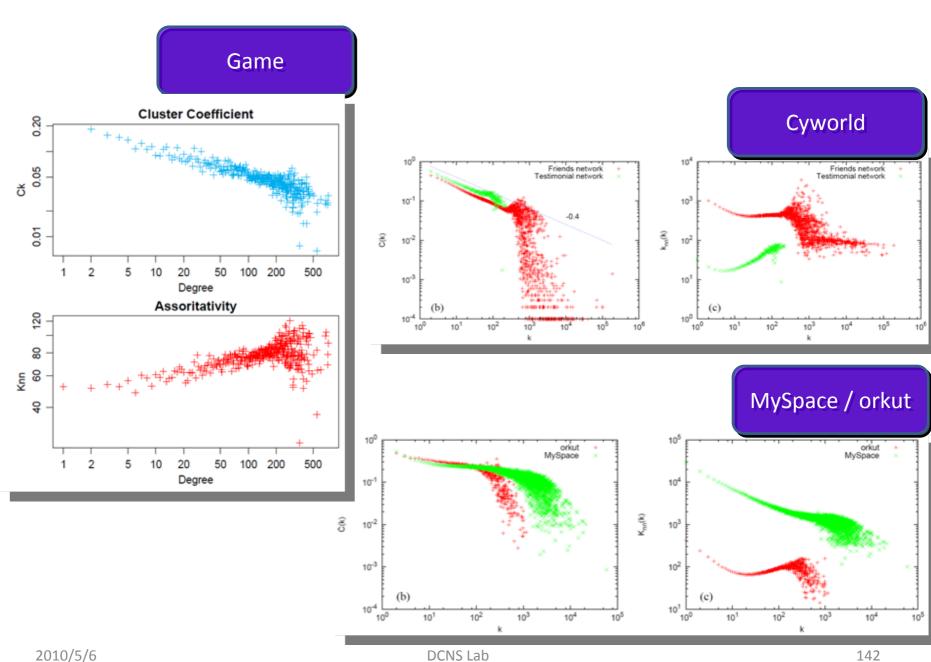


Do popular players tend to talk to popular players?

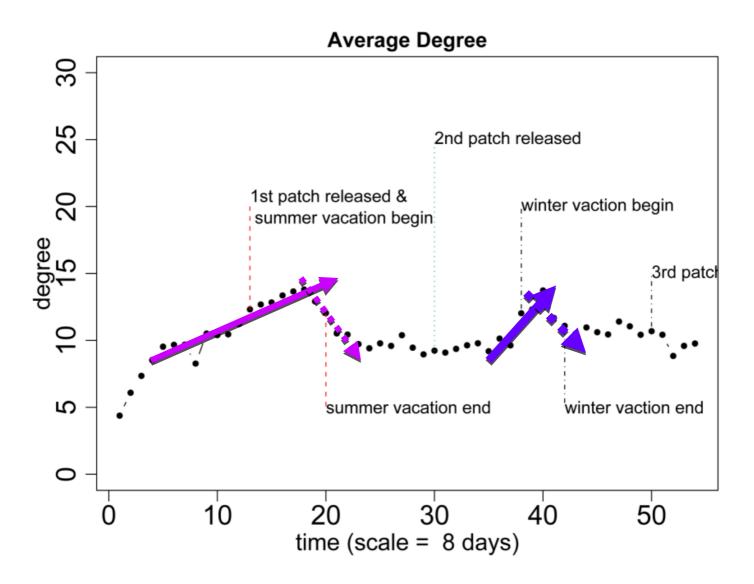
knn distribution for two real-world networks. The top network (a) is dissortative, since the slope is negative. On the other hand, (b) is assortative, since the slope is positiv

A = 0.43

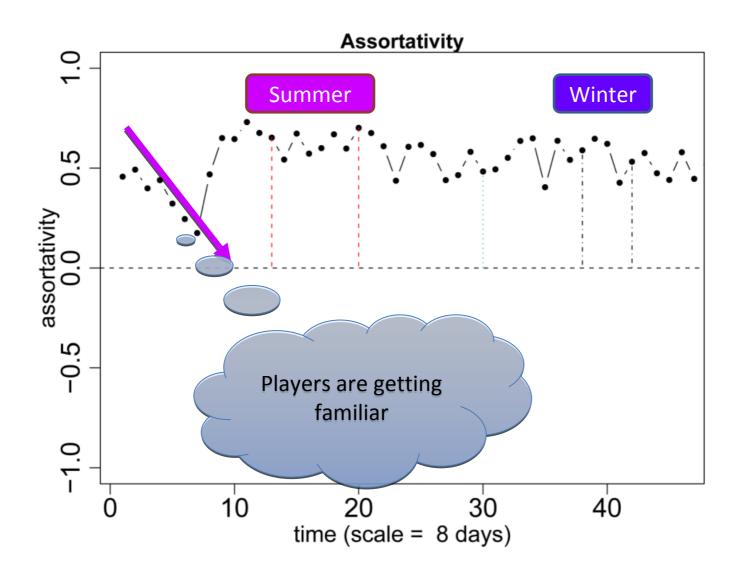
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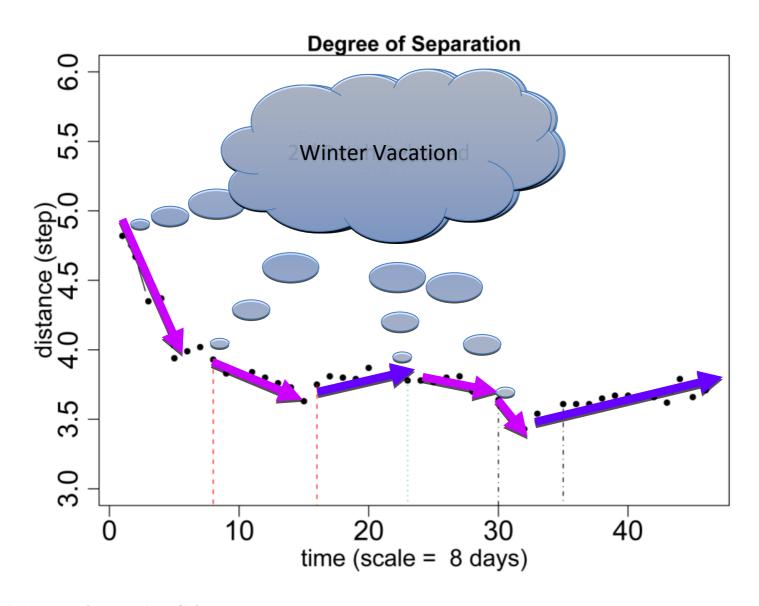
### **Degree Evolution**



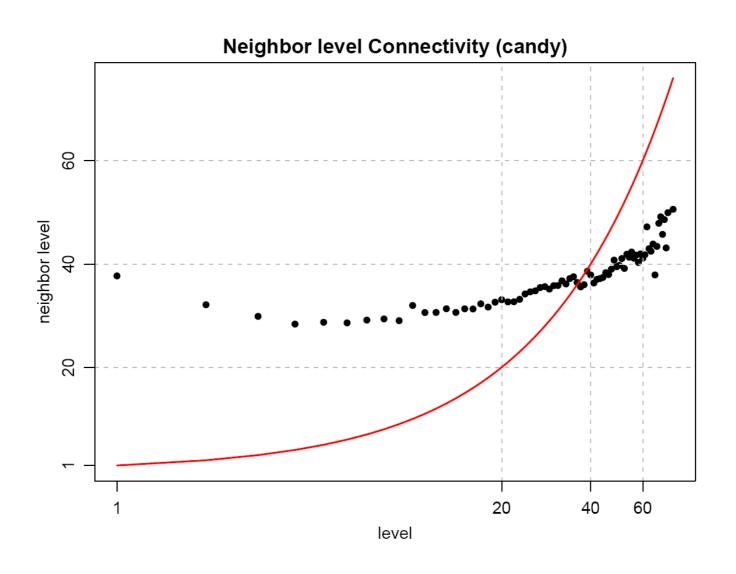
## **Assortativity Evolution**



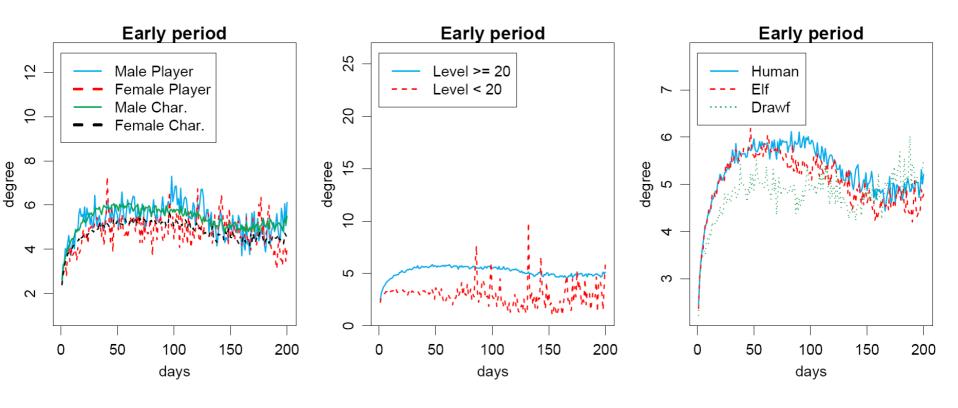
## **Degree of Separation Evolution**



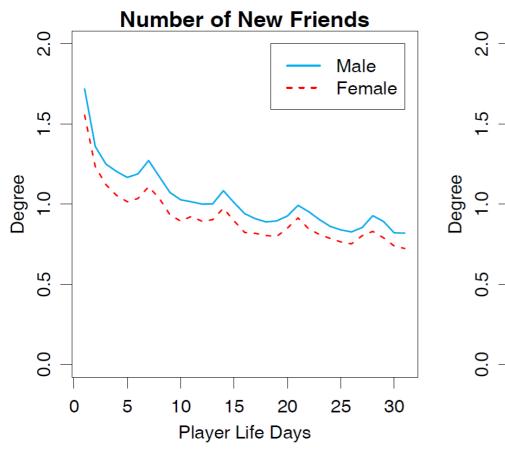
# **Level Assortativity (log-log plot)**

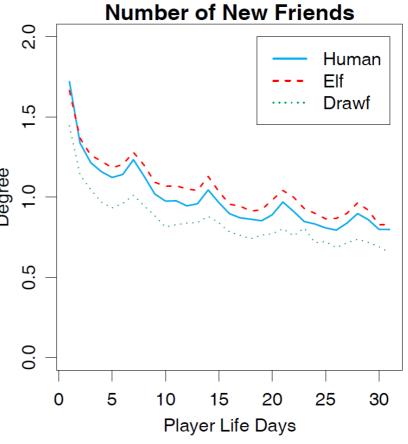


### **Number of Chatting Targets**

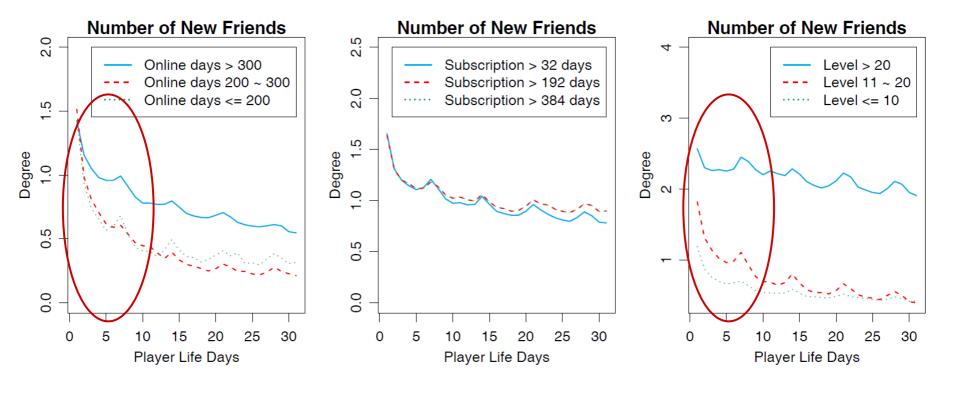


### **Number of New Friends (1)**





#### **Number of New Friends (2)**



#### **Game-Domain Analysis (1)**

#### Player Analysis

- What kind of players tend to build relationship with others?
- What kind of players tend to connect other two groups?

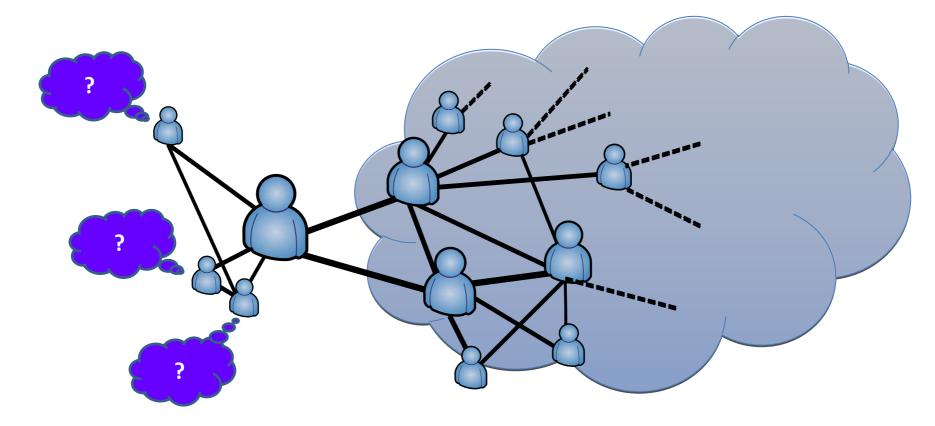
#### Leadership

- Is there social leader in game?
- The positive effects of the leaders?
   (how they contribute to the robustness of networks)
- The negative effects of the leaders?
   (their departure decision may affect other players)
- The persistence of the leaders?
- The characteristics of the leaders?
- How to "foster" new leaders?

#### **Effect of Leave**



The bridge one leaves, then the left ones would leave later as well?



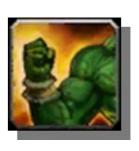
### **Game-Domain Analysis (2)**

- New Player Analysis
  - (background knowledge: the quit rate of new players is normally high)
  - How they join the existing networks?
  - How much time they will continue to player if they cannot join the core networks?

- System Design Analysis
  - What kind of events can encourage a lot of new connections?
  - What kind of interaction design can encourage new connections?
  - What kind of interaction design can encourage robust connections?

#### **Some More Interesting Issues**

- How does demographical factors, such gender, age, living area, effect their in-game activities?
- Economic behavior in games



#### **Feedback to Game Management**

- Player classification (for rewarding, promotion, and marketing)
  - Who are the "leaders"?
  - Who tend to connect other players?
  - By the trend of their social relationships (upward, stable, or downward)

#### Prediction

- Who may be leaving game soon
  - Cannot make new friends
  - Old friends are already left

#### Improvement

- Foster or maintain social leaders
- Analyze the reasons why players' social connection become weaker
- Targeted surveys based on player classification results (saving survey cost)
- Determine the best time point to release new data patches (missions)

# Computed-Aided Storytelling Comics

#### **Motivation**

- 在網路上常常可以看見玩家們利用部落格或其 他平台來分享遊戲經驗或其中的故事
  - 遇到什麼怪物
  - 解決什麼任務
  - 遇見什麼怪人
- 目前用來紀錄遊戲過程的方法通常
  - 製作耗時(文字撰寫、影像剪輯)
  - 消耗資源(影像)

### Comics?

- A storytelling medium
- Vocabulary of comics
  - Panel layout
    - Border shape
    - · Panel size
    - Bleed, splash page
  - Speech balloon and sound effects
  - Motion lines
- Visual language
  - Draw attention to important events



Reference: http://scottmccloud.com/2-print/index.html (McCloud, Scott)

# Storytelling in Comics

- Recall, share and preserve (gaming) experience
  - Virtual community such as forums, blogs
  - Video, screenshots, comics or other art formats
  - Narrative, summary, story

#### Search "Lineage Story" or "Lineage Comics"...

- Around 26,600 files in YouTube and 724,000 items in Google
- http://www.lineage2.com/community/fanart.html
- http://himewikia.blogspot.com/
- •

#### Example:





# BLAAAR RRRGH!!





#### Comic Life (2005)

#### **Application** for creating comics:

loading images into comic panels

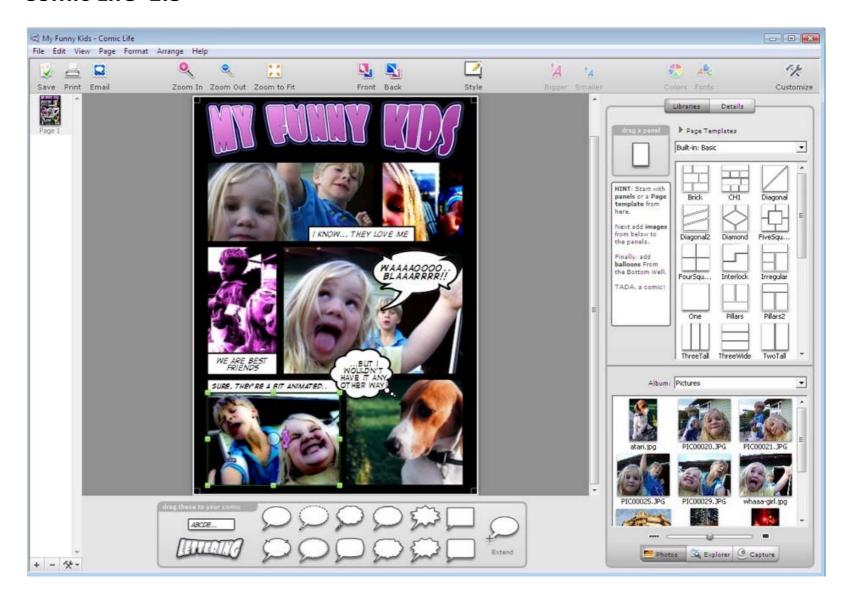
#### **Authoring support:**

- Simple and Easy-to-use interface
  - Drag in your pictures, captions, sound effects ('ka-blam!') and speech balloons and it's done!
  - Layout templates
  - Filters like hand-drawn, painted and night vision
- More freedom to create comic but still some restrictions

#### Reference:

http://plasq.com/comiclife-win

#### Comic Life 1.3



#### Example:







- 漫畫自動產生系統
  - 整理與總結玩家在遊戲中的過程
  - 講述故事
  - 使用者介面
    - 讓使用者或玩家參與漫畫的創作

### **Challenges**

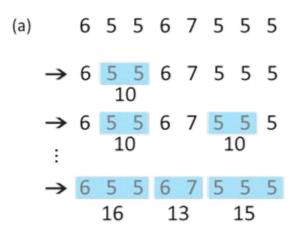
- 技術上
  - 利用 machine learning 選擇重要的畫面
  - 分析圖片影像,根據畫面調整特效排版(字型大小、顏色、 位置)
    - 對話框 (word balloons)
    - 聲音效果 (onomatopoeic sounds)
- 設計上
  - 如何畫出漫畫風格的版面
    - 怎麼排版
  - 如何自動設計出使用者覺得好看的漫畫
    - 分鏡、鏡頭遠近
    - 說故事的流程
    - 節奏掌握

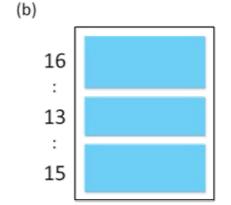
#### **Frame Selection**

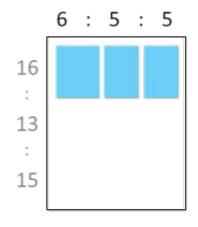
- 依照使用者所設定的頁數 (p) 來產生漫畫
- 利用 p 來估計產生這組漫畫總共需要多少張圖片 (n)
- 對於所有圖片,依照使用者對事件重要性所設的值 (weight)來計算的每張圖的總分(significance score)
- 所有圖片依照 significance score 排序,再選出產生漫畫 所需要的 n 張圖片

### **Layout Computation**

#### ■ 演算法如下圖所示



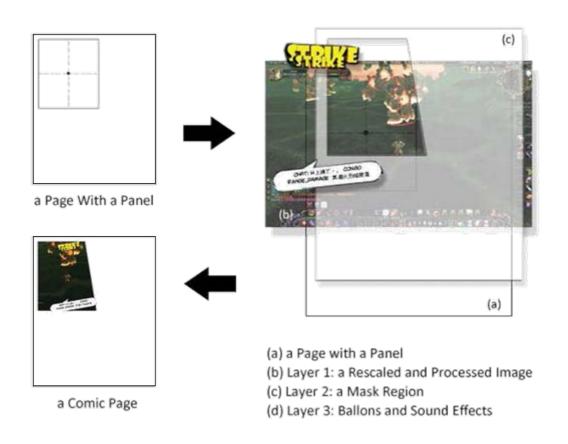




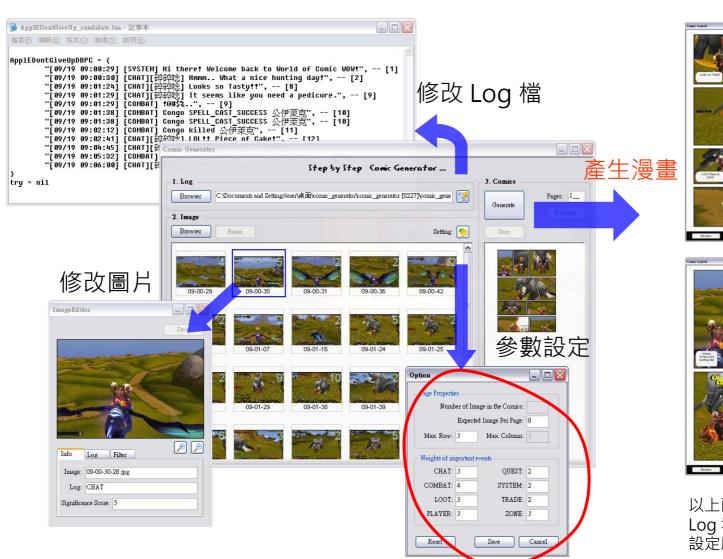
- (a) The iteration that groups eight images into 3 rows. The numbers are the significant scores of the images.
- (b) The placement and the sizes of those images on a page.

### Rendering

- 每一張圖都是由三個圖層 (Layer) 所畫出



#### **User Interface**







以上兩頁漫畫是由同一份 Log 和圖檔但不同的參數 設定所產生



田 ナ 門ツノしロベンルが上火が

















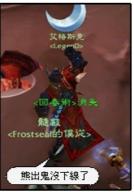


















### **Applications**

■ 玩家在部落格或論壇上分享遊戲心得/經驗

- 以漫畫格式紀錄使用者遊戲的過程
  - 玩家可在遊戲中隨時調出自己加入遊戲後任何一天的遊 戲日誌,以漫畫呈現

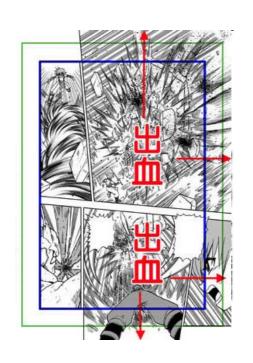
### 無框分格

- 強烈視覺感受
- 外框拿掉,開放式構圖
  - 頁底
  - 一般開放式構圖
- 情境式漫畫,圖顯抽象是氣氛或人物內心情境描述

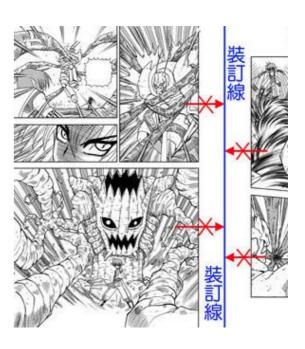


### 出血畫面

- 因應劇情需求,而有需要表現畫面張力的情況
- 畫面突破內框線,延伸到裁切線外
- 除非跨頁,否則盡量避免構圖朝向裝訂線方向出血

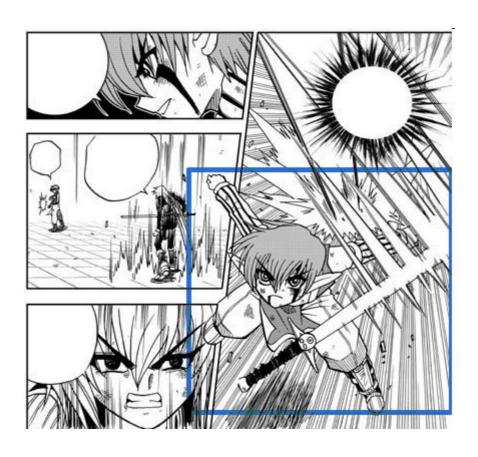






### 破格

- 加強突顯主體的效果
- 讓格子內的圖像或文字打破格子框線的限制



### 效果背景

- 集中畫面焦點的功用
  - 效果線式背景:依據人物內心的狀態,利用筆觸繪製適用的效果線
  - 黑白對比式背景:利用黑與白的對比,表達人物情緒的方法
  - 網點式背景:可分爲穩重型的平網,以及俏麗型的花網表現







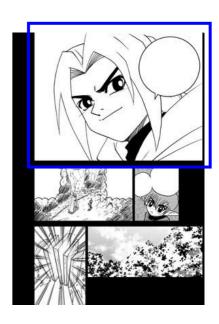


### 漫畫張力

- 善善 善 善 善 再格子形狀 :
  - 跨頁 破格 出血 無框分格 浮動格
- 方法:
  - 最大分格
  - 光影對比
  - 畫面逼近







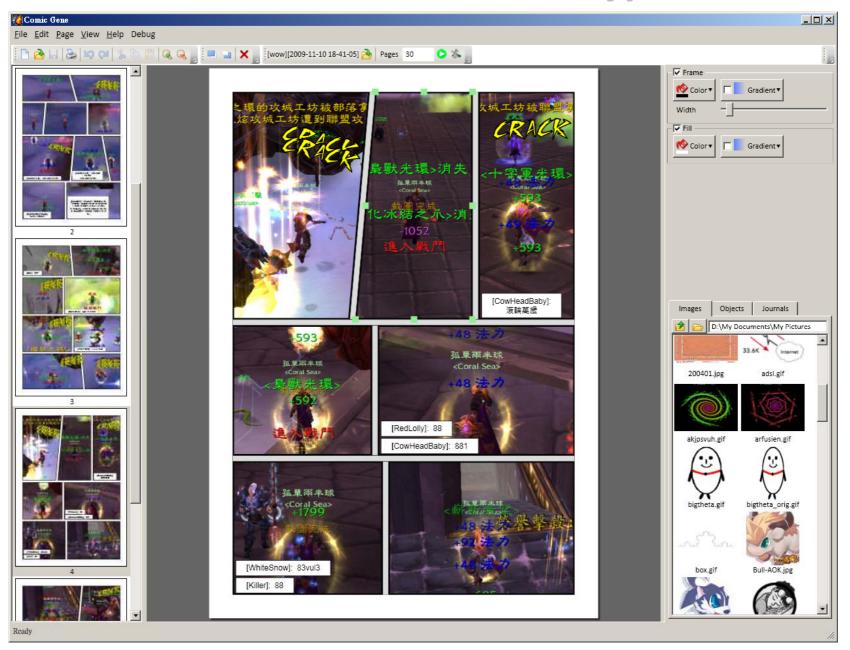
### 漫畫家風格分析/模擬

		頁數		跨頁	無框分格		浮動格	出血畫面	破格			
日本					頁底	非頁底						
手塚治虫	怪醫黑傑克		差異大	0	0	0	0	1	1			
鳥山明	七龍珠			0	1	3	1	5	1 3	對話框和效	<b>以果字破格</b>	較多
普澤直樹	冥王星		差異小	0	0	0	0	5	1			
尾田榮一郎	航海王			3	0	0	0	5	3			
岸本齊史	火影忍者			0	0	0	1	5	1			

		對話框	效果字	速度線	(背景)						
		Type			效果線	網點	黑白對比	其他			
手塚治虫	怪醫黑傑克	3	1	3	3	3	3		背景外加落	效果線或網	點多
鳥山明	七龍珠	4 5	3	3	0	1	1				
普澤直樹	冥王星	5	1	1	1	1	0	3 (grey)	畫面乾淨		
尾田榮一郎	航海王										
岸本齊史	火影忍者										

		分格間距	大小		形狀 方	壓	斜			
			大	中丨小		ΗIV	HIV	其它		
手塚治虫	怪醫黑傑克					1	3	1	整齊 or 奇	怪
鳥山明	七龍珠					3 1	1		格子看起	來不協調
普澤直樹	冥王星					3	1		格子整齊	
尾田榮一郎	航海王									
岸本齊史	火影忍者									

### **User Interface Prototype**















#### 中研院新技術

# 過關·打魔王線上遊戲變漫畫

歐歷程的系統,

結合遊戲資料與畫面,形成玩家希

如果玩家想特別記錄下什麼過程(像是與其他玩家的書面相同,而且能自動產出漫畫就會出爐,玩家如果來,或討論藏得很隱密的寶物究竟在哪裡。玩家如果來,或討論藏得很隱密的寶物究竟在哪裡。玩家如果來,或討論藏得很隱密的寶物究竟在哪裡。玩家如果要於了變點也會以漫畫對話框的形式呈現。不會實物等畫面,玩家只要啓動系統,在玩麼戲的過程中就會自動記錄,等玩家玩完,一篇包含這次遊戲重要歷程畫面的漫畫就會出爐,玩家與麼戲的過程中就會自動記錄,等玩家玩完,一篇包含這次遊戲重要歷程畫面的漫畫就會出爐,玩家與大術在演算法找出的關鍵畫面是否與玩家希望得到一,於是發想出這個系統的點子。這個系統的關鍵上,在實驗室裡很多成員都要玩家和果一篇包含這次遊戲重要歷程畫面的漫畫就會出爐,玩家與內人的對話也會以漫畫對話框的形式呈現。

#### 開鍵紀錄

中研院研發線上遊戲自動摘要技術,可以將玩家的遊戲過程輸出成獨一無二的漫畫 劇情。 圖/中研院多媒體網路與系統實驗室

把這些畫面加上與其他玩家的交談互動,編織成

無二的精彩故事

\_遊戲歷程自動摘要技術,讓玩

心助研究員陳昇瑋率領研

人機介面等理論結

## Research Resources

**Interest Groups Books Journals** Conferences Publications



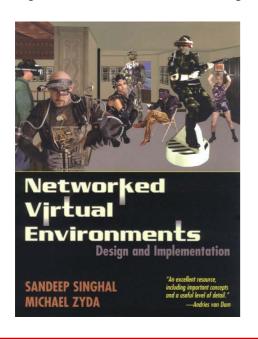
# **Interest Groups**

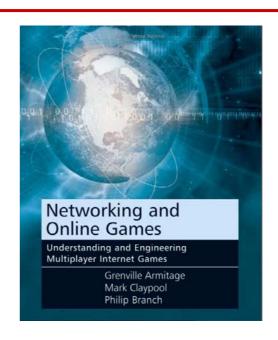
- IEEE Computer Society Task Force on Game Technologies (TFGT)
- ACM SIGCOMM, SIGMM, SIGCHI
- IGDA (International Game Developers Associations)

# **Books**



Networked Virtual Environments: Design and Implementation by Sandeep Singhal, Michael Zyda





Networking and Online Games: Understanding and Engineering Multiplayer Internet Games

# **Academic Journals**

- ACM Computers in Entertainment
- IEEE Transactions on Computational Intelligence and AI in Games
- IFIP Entertainment Computing
- Game Studies
- Games and Culture
- Journal of Game Development
- Futureplay
- Simulation & Gaming
- International Journal of Intelligent Games & Simulation
- International Journal of Virtual Reality
- PRESENCE: Teleoperators and Virtual Environments

### **Academic Conferences**

**NetGames** ACM SIGCOMM Network Support of Network Games

NOSSDAV
ACM SIGMULTIMEDIA International Workshop on Network and Operating Systems

Support for Digital Audio and Video

ACE ACM SIGCHI International Conference on Advances in Computer Entertainment

Technology

MM ACM SIGMULTIMEDIA International Multimedia Conference

CHI ACM SIGCHI Conference on Human Factors in Computing Systems

**CCNC** IEEE Consumer Communications and Networking Conference

MMCN SPIE/ACM Multimedia Computing and Networking

MMSP IEEE International Workshop on Multimedia Signal Processing

DS-RT IEEE/ACM International Symposium on Distributed Simulation and Real Time

**Application** 

**ADCOG** International Conference on Application and Development of Computer Games

VRST ACM Symposium on Virtual Reality Software and Technology

**CSCW** ACM Conference on Computer Supported Cooperative Work

NIME IEEE International Workshop on Networking Issues in Multimedia Entertainment

ICEC International Conference on Entertainment Computing

**PerGames** International Workshop on Pervasive Gaming Applications

**Edutainment** International Conference on E-learning and Games

### **Game Research Bibliography**

- Games Research Bibliography at digiplay initiative http://digiplay.info/bibliography
- IEEE-CS Task Force on Game Technology: Publications http://www.ucalgary.ca/~jparker/TFGT/publications.html
- Bibliography of Network Games Research http://www.iis.sinica.edu.tw/~swc/ngbib.html

#### Bibliography of Network Games Research

This list contains a number of network gaming related papers we came across. If you know of any relevant papers that are not listed below, please contact <a href="mailto:Sheng-Wei">Sheng-Wei</a> (Kuan-Ta) Chen (swc@iis.sinica.edu.tw), preferably bibtex-entries, since the list is generated automatically).

The list was initiated by Joreg Widmer (joerg.widmer@epfl.ch), who maintained it until 2003. Sheng-Wei (Kuan-Ta) Chen started to maintain this list since May 2005.

Especial thanks: Alberto Dainotti (University of Napoli (UoN) "Federico II") and John Miller (Microsoft Research).

[General] [Traffic Analysis & Modelling] [Security Issues / Anti-Cheating (Bot Detection)] [Computer-Human Interaction] [User Behavior Analysis] [Quality of Service] [Network Protocols] [System Design / Architecture (Client-Server / Cloud, Peer to Peer / Overlay Networks)] [Game Design Experience] [Statistics] [News / Review]

#### References

#### http://www.iis.sinica.edu.tw/~swc/pub.html

- Effect of Network Quality on Player Departure Behavior in Online Games Kuan-Ta Chen, Polly Huang, and Chin-Laung Lei
   IEEE Transactions on Parallel and Distributed Systems, May, 2009.
- On the Challenge and Design of Transport Protocols for MMORPGs
   Chen-Chi Wu, Kuan-Ta Chen, Chih-Ming Chen, Polly Huang, and Chin Laung Lei
   Multimedia Tools and Applications (special issue on Massively Multiuser
   Online Gaming Systems and Applications), to appear.
- Identifying MMORPG Bots: A Traffic Analysis Approach
  Kuan-Ta Chen, Jhih-Wei Jiang, Polly Huang, Hao-Hua Chu, Chin-Laung Lei,
  and Wen-Chin Chen
  EURASIP Journal on Advances in Signal Processing, 2009.
- Automatic Storytelling in Comics: A Case Study on World of Warcraft Chia-Jung Chan, Ruck Thawonmas, and Kuan-Ta Chen ACM CHI 2009 (Works-in-Progress Program).
- Analysis of Area Revisitation Patterns in World of Warcarft
   Ruck Thawonmas, Keisuke Yoshida, Jing-Kai Lou, and Kuan-Ta Chen
   IFIP ICEC 2009, to appear.
- Detection of MMORPG Bots Based on Behavior Analysis Ruck Thawonmas, Yoshitaka Kashifuji, and Kuan-Ta Chen ACM ACE 2008.
- Game Bot Identification based on Manifold Learning
   Kuan-Ta Chen, Hsing-Kuo Kenneth Pao, and Hong-Chung Chang
   ACM NetGames 2008.
- An Analysis of WoW Players' Game Hours
   Pin-Yun Tarng, Kuan-Ta Chen, and Polly Huang
   ACM NetGames 2008.
- Game Bot Detection Based on Avatar Trajetory
   Kuan-Ta Chen, Andrew Liao, Hsing-Kuo Kenneth Pao, Hao-Hua Chu
   IFIP ICEC 2008.
- Detection of Landmarks for Clustering of Online-Game Players Ruck Thawonmas, Masayoshi Kurashige, and Kuan-Ta Chen IFIP ICEC 2007.

- User Identification based on Game-Play Activity Patterns Kuan-Ta Chen, Li-Wen Hong ACM NetGames 2007.
- Detection of Landmarks for Clustering of Online-Game Players Ruck Thawonmas, Masayoshi Kurashige and Kuan-Ta Chen International Journal of Virtual Reality, 2007.
- Game Traffic Analysis: An MMORPG Perspective Kuan-Ta Chen, Polly Huang, and Chin-Laung Lei Computer Networks, 2006.
- How Sensitive are Online Gamers to Network Quality?
   Kuan-Ta Chen, Polly Huang, and Chin-Laung Lei
   Communications of the ACM, 2006.
- Network Game Design: Hints and Implications of Player Interaction Kuan-Ta Chen and Chin-Laung Lei
   ACM NetGames 2006.
- Design Implications of Social Interaction for Online Games Kuan-Ta Chen and Chin-Laung Lei IFIP ICEC 2006.
- Identifying MMORPG Bots: A Traffic Analysis Approach
  Kuan-Ta Chen, Jhih-Wei Jiang, Polly Huang, Hao-Hua Chu, Chin-Laung Lei,
  and Wen-Chin
  Chen
  ACM SIGCHI ACE 2006.
- An Empirical Evaluation of TCP Performance in Online Games
  Kuan-Ta Chen, Chun-Ying Huang, Polly Huang, and Chin-Laung Lei
  ACM SIGCHI ACE 2006.
- On the Sensitivity of Online Game Playing Time to Network QoS Kuan-Ta Chen, Polly Huang, Guo-Shiuan Wang, Chun-Ying Huang, and Chin-Laung Lei IEEE INFOCOM 2006.
- Game Traffic Analysis: An MMORPG Perspective
   Kuan-Ta Chen, Polly Huang, Chun-Ying Huang, and Chin-Laung Lei
   ACM NOSSDAV 2005.

# 謝謝聆聽・請多指教。

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