

EVE ONLINE  
EXODUS

PLAYER GUIDE



[WWW.EVE-ONLINE.COM](http://WWW.EVE-ONLINE.COM)



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# ABOUT EVE ONLINE

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## HOW IS EVE ONLINE DIFFERENT?



EVE Online is an open-ended Massively Multiplayer Online Game (MMOG). Most other MMORPGs focus on a structured playing style with predictable outcomes and leveling. This seemingly innocent fact is why EVE is so different from almost all other MMORPGs, as the players have the most impact on how the game develops.

One could compare this to the difference between a playground such as EVE, and a theme park, which would be the traditional MMOG. In a playground you have access to different kinds of toys and rides, and you are allowed to use your own imagination to figure out how to create games you enjoy. In a theme park all the rides have been created for you and are either good or bad by design. The playground clearly offers more freedom but it requires you to think and be an active participant, while the theme park has taken those responsibilities away from you and you can just go with the flow.

So players that enjoy the freedom and opportunities for creative thinking an open-ended game offers have become mesmerized by EVE, while others that depend on structured game style have not. For this reason we don't contend that EVE is for everyone, but for those that enjoy a bit more of a challenge.

A unique aspect of EVE is that it is run on one server. In EVE you can find over 10,000 players at any given time interacting in the same persistent universe. Other MMORPGS are played on multiple servers called Shards and these have a limited number of players on each shard.

The bottom line is that EVE is a rich and immersive universe centered on human interaction. Players can play the game as a simple space trading game or endeavor to control the largest, most powerful company in the universe. We provide the rules and tools, but it is the players themselves who create the adventures.

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## PROLOGUE – NEW EDEN, A WORLD BEYOND WORLDS

Once space-faring became profitable due to asteroid mining and vacuum manufacturing, it did not take long for humans to settle all the planets and moons of the Sol system. Naturally, this development increased the economic growth of Earth, making humans more capable than ever of reaching further into deep space. The distance between solar systems was a barrier hard to surmount, but the discovery of Warp technology changed all that. Jump gates, using gravity coupled with negative energy to



create stable wormholes between them, allowed instant travel between two points in space. The downside, of course, was that one of the Jump gates had to be physically carried to its destination point, but their advent nevertheless started off the gradual expansion of the human race to other solar systems.

### WARP DRIVE IS INVENTED

The next big step was the advancement of Warp technology into Jump drives. The first version only allowed very short jumps within the same solar system, but later versions allowed ships to jump between systems without the aid of a Jump gate. This sped up expansion considerably, and in short time humans had established settlements in hundreds of systems, dozens of which were fully fledged colonies. By then, however, the expansion process was becoming increasingly difficult due to bureaucracy. Almost every solar system within jump range had already been bought or leased long before actual colonization began, and many of those wishing to settle in a new world had to wait years to fulfill their dreams.

### EVE – THE WORMHOLE

Things took an unexpected turn for the better, however, with the discovery of a natural wormhole near the system of Canopus. Although the existences of wormholes had long been the subject of speculation, this was the first natural occurrence of the phenomenon ever seen. Probes sent into the wormhole showed it was stable and it led to a solar system in an unknown galaxy. This system could be a far-flung region of our own Milky Way galaxy, another galaxy at the other side of the universe, another dimension, or parallel universe.

The wormhole was christened EVE because of the new worlds and new beginnings that it offered. A decision was made to build Jump gates at both ends of EVE. Only specially enforced ships were able to use the wormhole itself. Scientists predicted that the EVE wormhole would close. Men and equipment were ferried through the wormhole, to set up bases.

The system was soon christened New Eden. The gates at both sides of the wormhole were called “the gates of EVE”. They had to be exceedingly huge, because of the unstable nature of EVE and the unknown distance between them. They were the largest single structures ever made by mankind and the building time was more than 200 years. It had been decreed that the new world would be free for anybody to settle, on a first come-first served basis. As soon as it opened, hundreds of independent organizations began exploring and settling the new world.



## CLOSING OF EVE

The EVE wormhole closed while the EVE gates were still under construction. This didn't seem to affect the gates at all and they functioned properly from the start. But then, after seven decades of working flawlessly, disaster struck. An unexplained phenomenon engulfed the EVE gates, creating a severe disturbance, rendering the gates inoperable and reducing the prosperous New Eden system to rubble. The EVE gate in New Eden still exists, but any ship that tries to go near it is destroyed by the gravity storms.

The effects of Eve's closure were sudden and dramatic. All the bases and settlements in New Eden were affected. Without the gates, the colonists found themselves cut off and isolated. As most of the colonies had only been settled a few years or decades previously, very few of them were self-sufficient. One by one the colonies died out. The few colonies, who survived, slowly lost their knowledge and advanced industries due to the lack of tools and the ability to maintain them.

For thousands of years, these scattered human enclaves lived and grew in isolation from each other. As time passed, their different environmental and ideologies conditions wrought small changes to their physical appearance, making each distinct.

For more EVE Online background information go to <http://www.eve-online.com/background> .

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## WHAT AND WHERE YOU ARE



You are an employee of one of the corporate/military powers in EVE. Your choice of race and schooling determines your starting employment, but from there you are free to choose any of the myriad of employment opportunities out in the universe.

You are located in one the four known races' empires. You are Amarr, Caldari, Minmatar or Gallente, and placed in the heart of your Empire's controlled space called.

Space consists of star systems. Each of these is assigned a security rating, from 0.0 (Lawless) to 1.0 (Secure). Many star systems form a constellation, a group of constellations form a Region and several Regions can constitute an Empire.

However, in addition to those large empires, there are also Regional Alliances who endeavor to control the space outside the empires'. These are run by player corporations giving them the ability to use the lucrative resources in non-empire space.

■ You could imagine the EVE galaxy as a flower, where the secure Empire space is the middle of the flower and the outer lawless regions are the leaves.

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## THE GOAL

The ultimate goal in EVE is power. It can be power over the market, military dominance, financial power or political power. These are all achievable in EVE at degrees varying from system, regional level or even universe-wide. EVE caters to many different play styles, ranging from the hard core combat commander to the patient miner, and there are corporations that have very different goals while most require all types of players to function properly. So no matter what type of player you are there is a corporation for you in EVE.

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## ACQUIRING WEALTH

Interstellar Credits (or ISK) is the currency in the world of EVE. There are many ways to earn ISK, and here is just a sample of the more common ones, but users have found other ingenious ways that are beyond the scope of this manual. Most players elect to use a combination of some or all of these tactics to keep things fresh and fun.

- » Mining
- » Combat
- » Bounty Hunting
- » Agent Missions
- » Research Agents
- » Production
- » Trading

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## SHIPS YOU CAN FLY

You start off in EVE with a frigate-class starship, truly the bottom of the range. There are many types of starships, each race having their own unique designs and abilities.

### ASSAULT SHIPS

These are tech level II frigates with much higher fire power than regular frigates and intended as support ships for a group of ships. Still they are extremely capable 1 on 1 ships and can be very lethal when operated by a capable pilot.

### BATTLECRUISERS

Battlecruisers are ships with battleship firepower but rely on speed for defense. They have impressive firepower but are weak defensively compared to a Battleship. The Battlecruisers are highly versatile and can serve many purposes.

### BATTLESHIPS

Battleships are the epitome of power in EVE. Each race has only two battleship classes and so choice is much more limited. Some choices include the Raven (Caldari/Missile Boat), Tempest (Minmatar/Gun Boat), Dominix (Gallente/Drone Carrier), and the Apocalypse (Amarr/Gun Boat).

### COVERT OPS

Designed for commando and espionage operation, its main strength is the ability to travel unseen through enemy territory and to avoid unfavorable encounters.

## **CRUISERS**

The workhorse of many corporations and empires, the cruiser-classes allow for a good amount of firepower and armor. Each race has only four cruiser-classes. Popular cruisers include the Blackbird (Caldari/ Electronic Warfare (EW) Platform), Maller (Amarr/Gun Boat), Rupture (Minmatar/Gun Boat) and the Thorax (Gallente/Drone Carrier).

## **DESTROYERS**

Ideally suited for both skirmish warfare and fleet support, the Destroyers are touted as one of the best anti-frigate platforms out there.

## **FRIGATES**

Currently much underrated, the frigate is the most diverse range of ships for any race. Unable to match the sheer firepower of Cruisers and Battleships, frigates are nimble and are hard for the larger ships to target. These are a common choice for pilots doing agent missions, because of their speed.

## **HEAVY ASSAULT SHIPS**

Are combat specific Cruisers that provide improved armor, shield and weaponry specific bonuses.

## **INDUSTRIAL SHIPS**

While slow, the industrial class does have the single largest cargo hold of any other ship class. Used for carrying large amounts of goods, industrials should always have a combat escort when in 0.4 space or lower. The number of industrial ships for the races differ, from one (Amarr) up to five (Gallente).

## **INTERCEPTORS**

Interceptors utilize a combination of advanced alloys and electronics to reduce their effective signature radius. This, along with superior maneuverability and speed, makes them very hard to target and track, particularly for high caliber turrets.

## **LOGISTICS**

These are support Cruisers which main role is to provide assistance to other ships, and specially other Battleships. They can boost the targeted ships shield, armor, and tracking.

## **MINING BARGES**

Designed by the ORE Syndicate to facilitate the advancement of the mining profession to a new level. Mining barges are equipped with electronic subsystems specifically designed to accommodate Strip Mining modules. Coupled with a sizable cargo hold and a goodly drone bay, this makes them extremely efficient ore extraction vessels.

## **SHUTTLES**

Shuttles come in one design per race, and are simply a method of fast transportation between starbases – they have no ability to equip modules or weapons and minimal cargo space. They do, however, travel at a good speed and can make extremely long warp hops with ease.

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## NEVER TOO LATE

New players have joined EVE each day since its release, so you won't be alone as you enter the EVE galaxy for the first time. Even players who have been playing since the beginning experiment with new characters, so not everyone will actually be a brand-new player.

Though there are certainly some players who have already amassed a great deal of wealth and equipment, this will not affect your ability to advance in the game competitively. The starting areas are a safe place to start, until you are ready to venture into the more aggressive areas of the game.

**+** Remain in Empire space, until you are willing to risk what you can afford to lose in the more aggressive areas of space. Use the Map, to find the aggressive areas of space.

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## EFFECTS OF MASSIVELY MULTIPLAYER ON GAME PLAY

The basic role-playing and space simulation aspects of EVE are really just the tip of the iceberg. When players band together to form factions and alliances; the game progresses to a more grand-scale strategic level. Political intrigue, corporate espionage and the very essence of Darwinism bring dimension and depth to the game as the struggle for fame and fortune ebbs and flows with each new day in EVE.

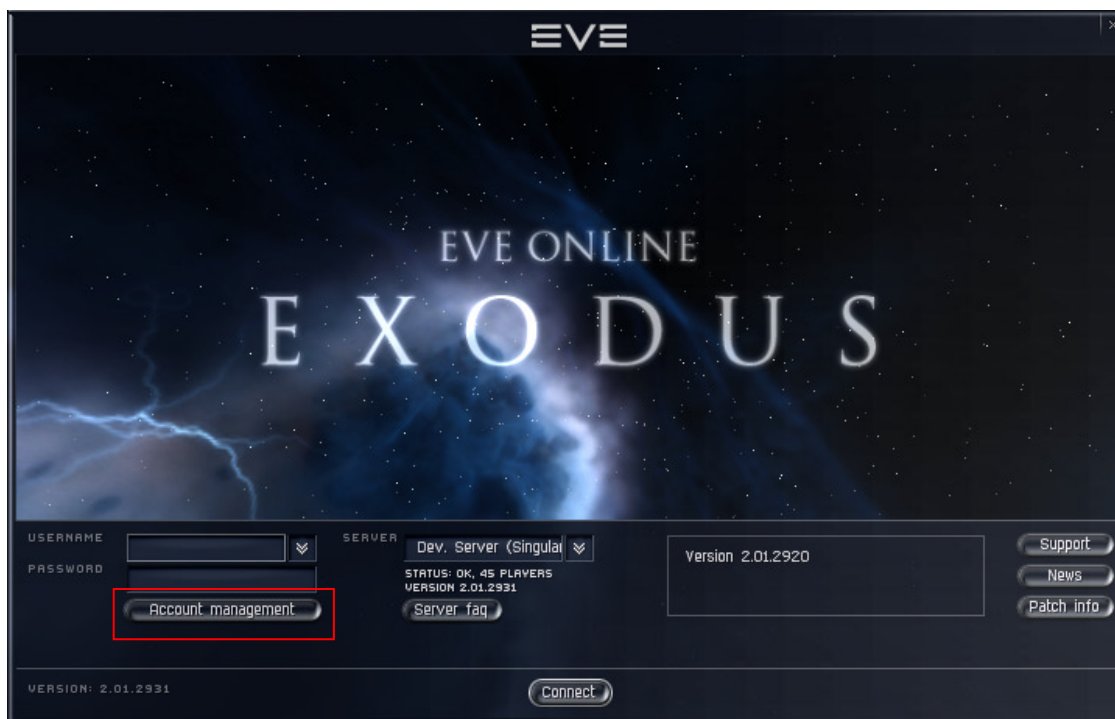
However, the level at which each player decides to participate is a matter of personal choice. The game leaves ample room for continual progress and variety in all its solo playing aspects. For those who opt to do so, becoming the best lone-wolf pirate or bounty hunter is a never-ending task as the competitors are other human players who will employ every method at their disposal to gain an edge over the rest. Solo players are also able to hire out their services as mercenaries or hit men to other players or player-run corporations.

# INSTALLATION

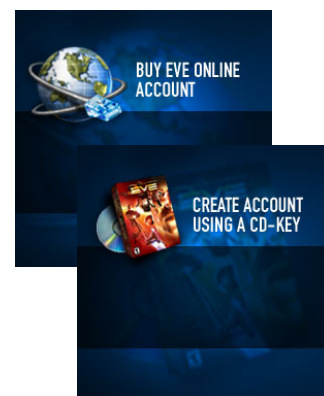
## DOWNLOADING, INSTALLING, AND STARTING

- » Download and install EVE from: <http://www.eve-online.com/download/>
- » Double-click the EVE icon on your desktop, and accept to agree to the terms of the End User License Agreement (EULA).
- » Next step will be to create an account in order to log into EVE (first time only).

## CREATING AN ACCOUNT



- » Press the **“Account Mgmt”** button on the login screen to create an account if you do not already have an account. This will take you to the EVE website account creation page.
- » If you are buying a new account click on **“Buy EVE Online Account”**.
- » If you have a CD key from a boxed version or a promotion then press the **“Create Account Using a CD-Key”**.
- » Follow the registration instructions, and when you are done you are ready to go back to the above login screen and enter your account username and password.
- » The account name you select will not be your in-game name.



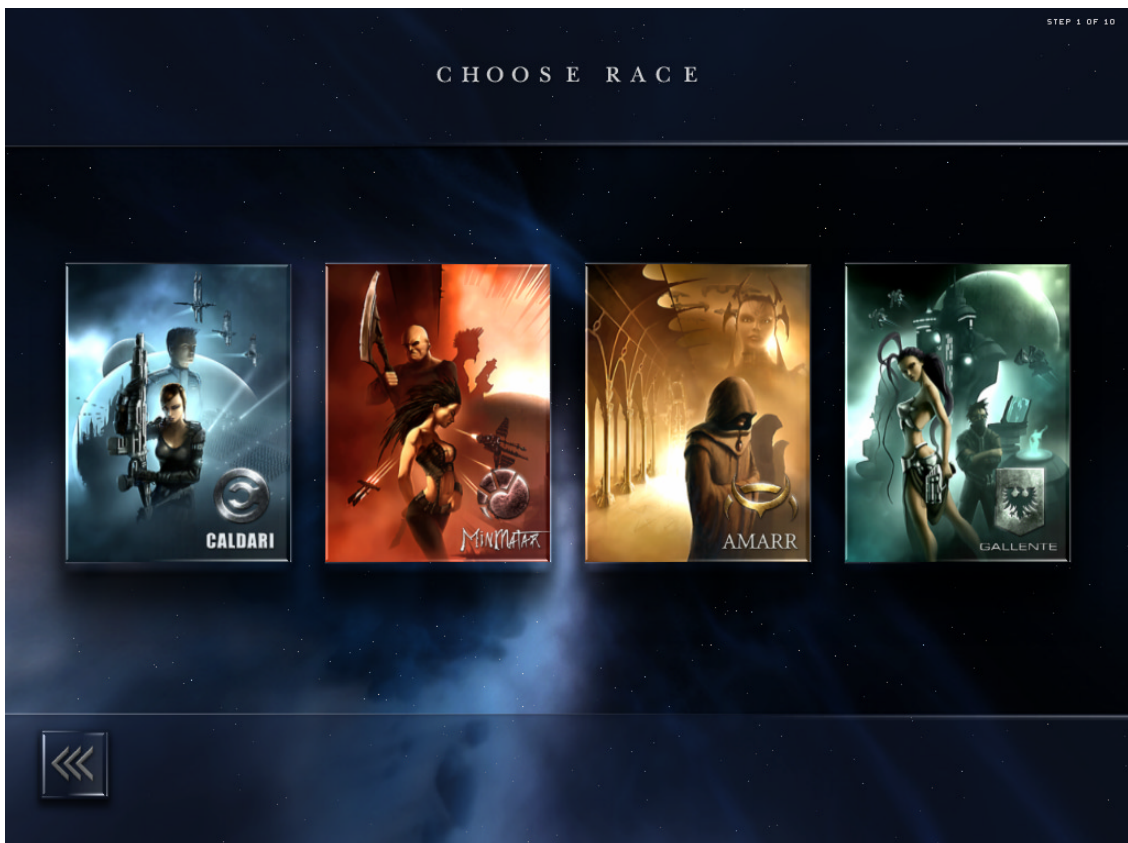
# CHARACTER CREATION



## CHOOSING RACE

Before embarking on your first journey into space, you must first configure your character's appearance and identity. The first step is to choose which race your character will belong to.

A unique name and appearance, created by you, identifies your character. During character generation, you select your gender and race. The character creation tools offer you the opportunity to manipulate (or "morph") your facial features, creating a character unlike any other. The final result is your avatar portrait, which is visible to other players in several ways, including our message boards and in-game chat channels.



When you log in for the first time then the first screen you will get is the Choose Race screen. When you have completed the creation process, your character identity will be saved here. You have the option of creating up to three characters, and not just one.

- In general most users only use one of their characters as their main character as it takes time to develop skills. Users have found ingenious ways of using their other characters and there is no right or wrong way here.

Players may choose to portray a character from four races, and each race branches then off into two bloodlines. This then splits into male and female.

Basic information is available for each of the four playable races by moving your mouse over the "i" icon. This information will help you determine which race to select for your character. Each race offers numerous variations in skills and abilities, as well as adhering to its own doctrine. Below is a short description of each race, *more detailed information about the races can found in chapter 25*

All characters have a set of basic attributes, based partially on race and other options you select during the character creation process. The character will then advance through a skill training system after you log in. The skill training system is explained later in this guide. There are no classes in EVE and no race is superior to another – at least not as far as the game mechanics are concerned. Which race is best for you is a matter of personal taste, based on which description intrigues you and how you wish to play the game.

## AMARR RACE

### Amarrians

Those directly descendant from the Amarrian ethnic group before it conquered its home planet and intermingled with other people - are proud and supercilious and have a great sense of tradition and ancestry.

Females: - is very class conscious and formal in their dealing with others. They have strong family ties and can be very vindictive when someone harms their close ones - this vengefulness can last for generations.

Males: - are haughty, cruel and inflexible in their belief of their own superiority. Although this makes them difficult to deal with it gives them decisiveness and a great sense of purpose.



Intelligence	Charisma	Perception	Memory	Willpower
7	3	4	6	10

### Ni-Kunnis

They were a primitive race conquered some 1000 years ago by the Amarr Empire. Unlike the other races conquered by the Amarrians, the Ni-Kunnis adapted to the Amarr society much better and today only a small minority is still enslaved. Most Ni-Kunnis are tradesmen and artisans - occupations frequently frowned upon by Amarrians, but still a vital part of their society

Females: - have an enticing and enchanting demeanor. Before becoming part of the Amarr Empire, the Ni-Kunnis had a polygamy society. Although this practice has long been abolished, it still lingers in relations between Ni-Kunnis males and females. Beneath their meek manners Ni-Kunnis women are just as sly and cunning as their male counterparts.

Males: - are sly, cunning and unscrupulous. The only way for a Ni-Kunnis male to advance up the rigid Amarrian social ladder is by amassing great wealth, so most Ni-Kunnis males are very conscious of making a healthy profit, but this does not necessarily make them greedy.



Intelligence	Charisma	Perception	Memory	Willpower
5	8	7	6	4



## CALDARI RACE

### Deteis

Symbolize Caldari in every way, they're efficient hard working and duty filled. The Deteis are commonly found in positions of authority, both in administration and the military, something that suits their temperament well.

Females: - Deteis tend to be neat and composed with a wry sense of humor and a no non-sense outlook on life

Male: - Deteis are generally tall, well groomed with a fair complexion. They strike an imposing figure with their haughty and detached demeanor



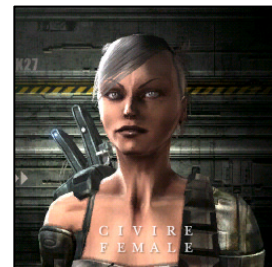
Intelligence	Charisma	Perception	Memory	Willpower
7	6	5	7	5

### Civire

Provide the backbone to the Caldari Empire. They're cool, levelheaded and relentless in their approach to either trading or fighting. Civire can handle pressure extremely well, an invaluable aid in combat or other stressful situations. Many of the best bounty hunters are Civire.

Females: - Civire are not all that tall, but lithe and supple. They are ardent and committed workers, never willing to give up.

Males: - is big-boned and masculine, preferring a clean-shaven chin and closely cropped head.



Intelligence	Charisma	Perception	Memory	Willpower
5	6	9	4	6

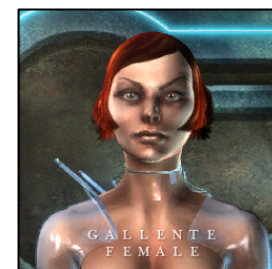
## GALLENTÉ RACE

### Gallenteans

Originally of French origins, although any direct similarities have long since vanished. Gallenteans value freedom and individual liberty above all else. The Gallente Federation is the only true democracy in the world of EVE.

Females: - are considerate and kind, spirited, out-going and lively. They value self-empowerment and can be very creative and resourceful

Males: - are drive and ambitious. They often act self-righteously and are generally very opinionated. They can be very courageous when they feel their way of life is threatened.



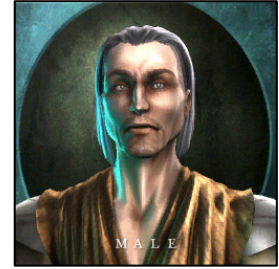
Intelligence	Charisma	Perception	Memory	Willpower
6	8	8	4	4

## Intakis

They were integrated into the Gallente Federation a few centuries ago. Their thoughtful and composed manner suited the Gallente society well; the Intakis are especially good at human interaction and are very prominent in the federal bureaucracy.

Females: - shares much the same traits as the males - they're quiet and contemplative; moving through the world without making a ripple. Yet their contemplative manner can conjure great beauty through words and visions.

Males: - are methodical and reserved, never outspoken or confrontational. He enjoys best sitting in quiet reflection. Intaki homes are a place of peace and tranquility.



Intelligence	Charisma	Perception	Memory	Willpower
8	6	3	7	6

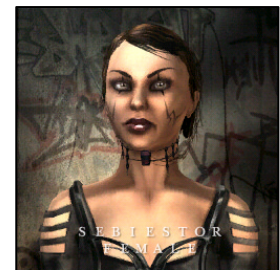
## MINMATAR RACE

### Sebiestors

They are ambitious and driven. They are innovative thinkers and are always willing to try something new and different. The Sebiestors are slight build, but are lithe and often graceful. Pale, taut skin and a thin frame are the norm and these looks lead many to believe they suffer from constant malnutrition and sickness

Females: - Sebiestors are kind and considerate, but are notorious for their cruel streaks. General loveable, they're realistic enough to take the world only at face value

Males: - are contemplative and curious, charming and passionate. They are great tinkers, but their inquisitive nature makes them ideal for any profession when they put their mind to it.



Intelligence	Charisma	Perception	Memory	Willpower
7	6	5	6	6

### Brutors

Are strong willed and have a great sense of individuality. They are a swarthy people, a bit larger and burlier than the other Minmatar tribes. They favor physical prowess over anything else and can be frightening to face.

Females: - are in some ways opposites of male Brutors. They are dominant, persistent and egocentric. Their grace and beauty serve to aid them in these matters.

Males: - are patient, alert and determined. Their thoughtful and deliberate manner gives them great situational awareness.



Intelligence	Charisma	Perception	Memory	Willpower
4	6	9	4	7

## ATTRIBUTE EXPLANATIONS

**Intelligence** - describes the capacity for creative and logic-based thinking and reasoning. This attribute helps in scientific pursuits and other activities requires good deductive skills.

**Charisma** - is a character's attractiveness to others. A high charisma attribute helps in all dealings with NPC's.

**Perception** - describes a character's situational awareness and ability to adapt and react quickly to rapidly changing situations. Good perception helps on the battlefield and in situations where good reflexes are critical.

**Memory** - is the ability to store and retrieve data quickly and efficiently thus making complex and repetitive activities, such as manufacturing and production, easier to perform.

**Willpower** - is the drive and determination useful for commanders, greatly enhancing their leadership abilities.

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## SELECTING A BLOODLINE AND GENDER



After you have selected your race the next thing is to select a bloodline and then gender. Each bloodline has a slightly different set of skills.

Move the mouse over the "i" icon to reveal more information on each bloodline. The "book" icon reveals the basic skills you will receive for that bloodline, while the lower icon will show its basic starting attributes.

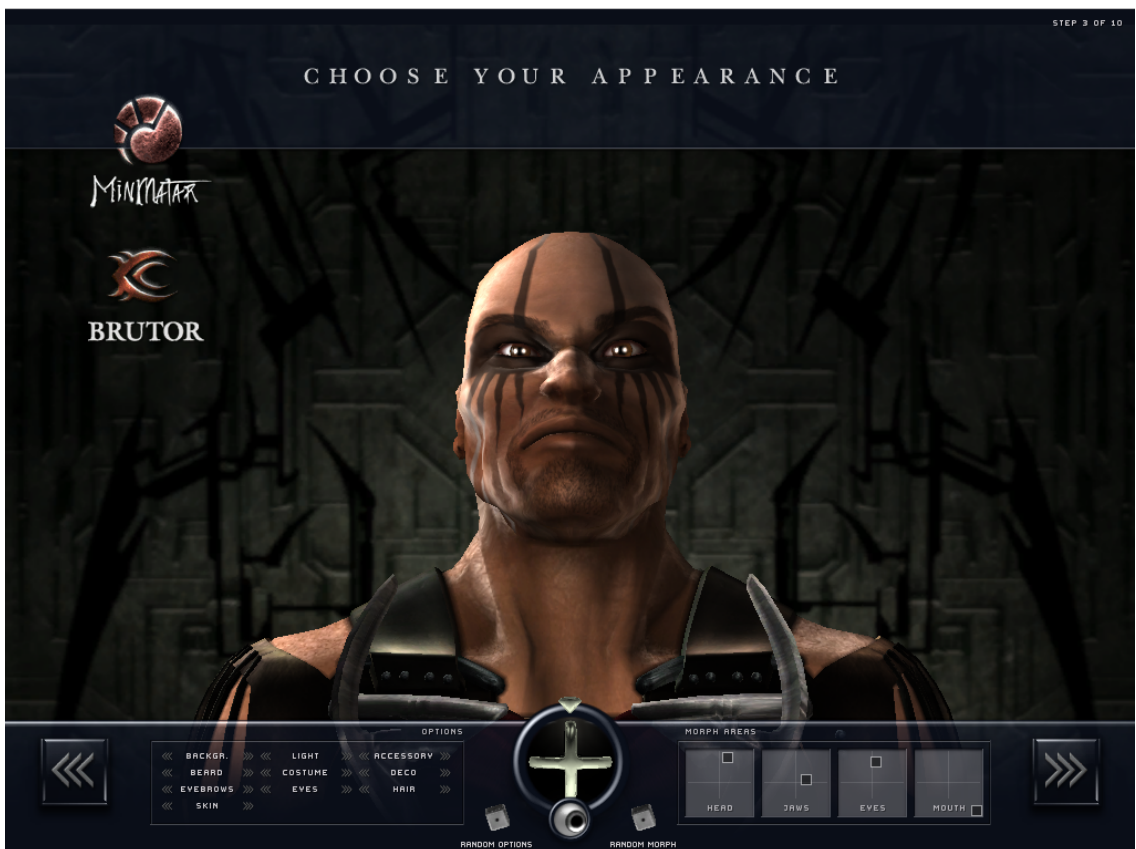
The bloodline helps to shape what your character will be most adept at doing; whether he/she is a cunning scientist or a relentless fighter.

Moving your mouse over the book icon in the Ancestry selection menu will reveal the basic skills you receive for that part of your history or prior life-experience. The bottom icon shows you how the ancestry

modifies your basic character attributes. Afterwards come the selection screens for School, Department, Field and Specialty – these selections determine the career path and initial skills your character possesses when he or she comes to life.

- You can always click on the left-hand arrow icon at the bottom of the screen to return to the previous selection screen, but all selections in the current window will then be lost.

## CHOOSING YOUR APPEARANCE



The interface is effectively divided into three areas: on the left are the options to select backgrounds, clothing, accessories and various 'skin deep' attributes; on the right are the physical attribute scales that will dictate the shape and structure of your character's facial features; in the center are the positioning controls that you can use to roll the eyes and head, or you can click and hold the left-mouse button in the main screen to move the entire body.

You can get random options for your character's appearance by clicking the two **dice icons**, located on either side of the central controls. This is often a good starting point.

## APPEARANCE – LEFT



- » Background: Cycle this to change her background. What's even cooler is that they change with the lighting styles you apply, so feel free to choose away.
- » Deco/Decoration: Cycle this to change her decoration.
- » Hair: Changes the hair on your model, several options and colors are usually available.
- » Skin: Changes color, tone, and age of the skin on your model.
- » Lights: Changes lighting effects for your character.
- » Eyebrows: Make a big impact on the general attitude your character presents.
- » Lipstick: An option not available on males :) this changes the color and application of lipstick.
- » Costume: Changes the clothing your character is wearing, and no, you can't remove them all!
- » Eyes: They range from thin beady eyes to steely gray with wide lenses.
- » Accessories: In most of the tribal races you'll find these.
- » Makeup: Cycle this and watch makeup applied instantly.

## POSE – MIDDLE



The little pyramid at the top of the circle allows you to adjust head tilt left or right, the circle of course indicates the amount of tilt on the head, the pyramid is the marker.

- » Under that you'll see two interconnected cylinders, these allow for adjustment of the head.
- » Below the Cylinders is what looks to be an eye ball, it allows adjustment of the characters eyes.
- » If you want to angle the body, you simply need to click on your character, and drag it in a direction.

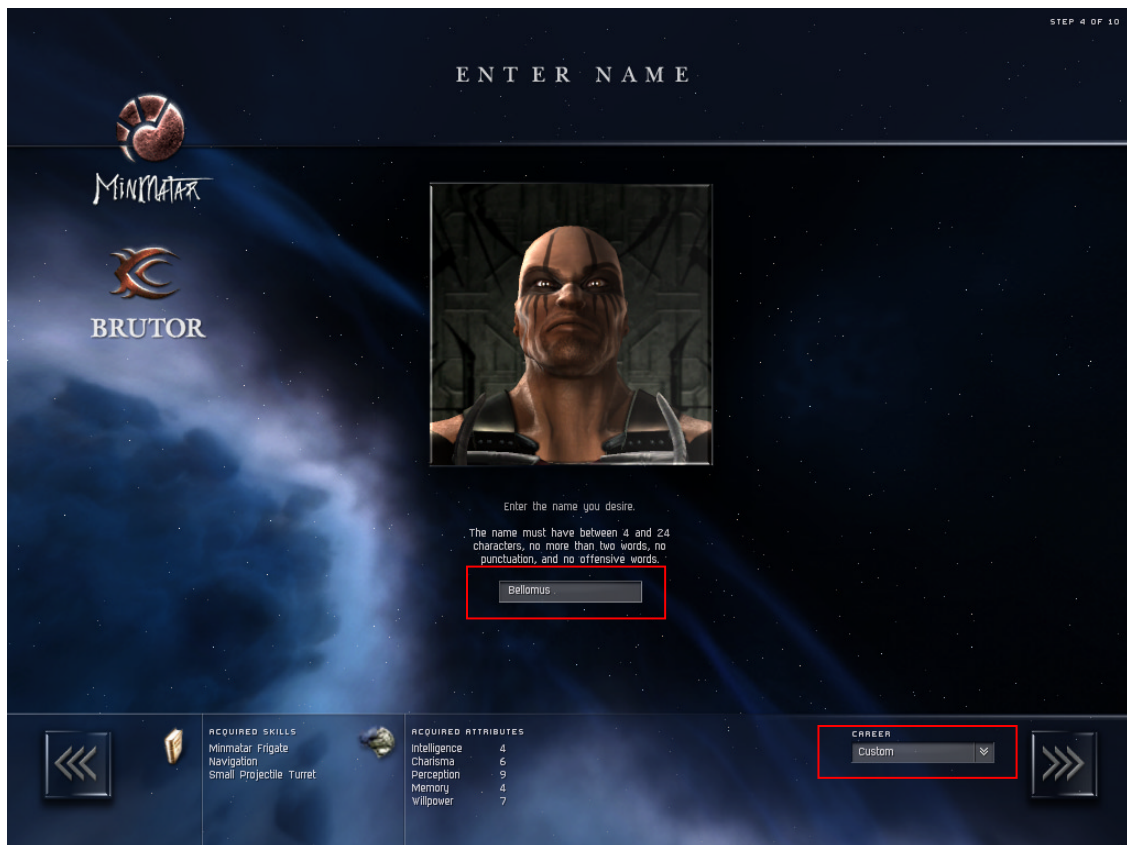
## MORPH – RIGHT



- » Allows morphing of the characters facial features. It's a bit more complicated to use than the other tools but you'll be able to figure it out simply by experimenting. Simply drag the black boxes along the grid until you achieve desired results.



## ENTER NAME AND CAREER



You will then be prompted for a **character name** – many EVE players enjoy inventing plausible first and last names for their characters.

At the bottom you will also see a **career selection**. You can either select a pre-set configuration or create a custom career. Please note that choosing any pre-set career other than “Custom” will immediately save and complete your character, making it impossible to modify.

✦ Selecting a career will determine your starting skills. So make sure you select a career path that fits your personality and playing style. You can however diverge into new careers at any time by training other skills.

If you select Custom then you completely customize the skills your character has. This is beyond the scope of this manual as the combinations are vast, but if you know what role you will be using your character for then you are better off selecting custom career and maximizing the attributes that affect the skills needed for that career. Keep in mind that the Skill Training Time is dependent upon the attributes of your character. You only have a set pool of attributes to distribute among the various sets. Placing more points in one set will lessen the amount of points for the other sets. For more information about skills please refer to Chapter 1.

## START YOUR LIFE IN SPACE



Click on the newly created portrait that now occupies the first character slot. Your life in EVE has just begun!

You will see a dialog box saying **Welcome Dear Customer**. This is your in-game tutorial which is very **important** you follow, and will take you through the basic things you need to know to survive in this sometimes hostile world.

**Make sure you follow each step in the in-game tutorial.** Please allow for few hours to complete the tutorial. Again, do not jump ahead and skip the tutorial – you will regret it later. At the end of the tutorial you will be given a very valuable reward and a bonus in standings, which is important later when you start running real missions.



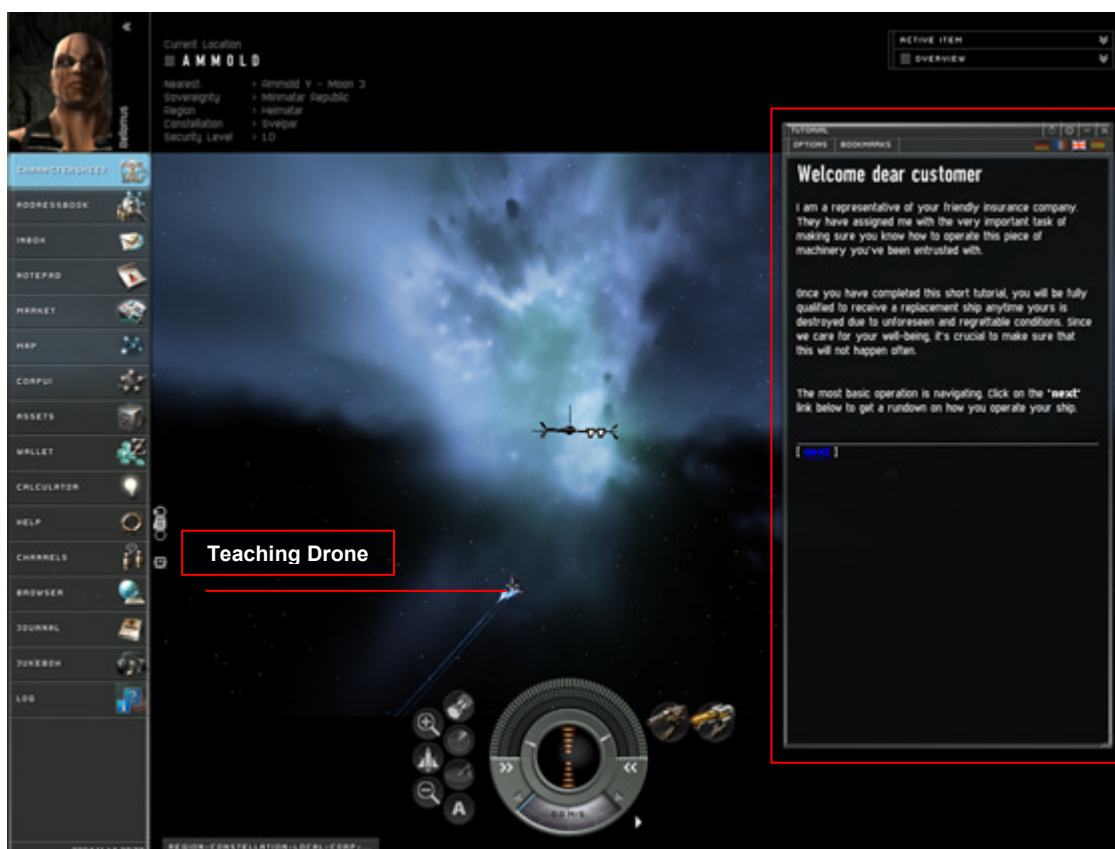
# YOUR FIRST DAYS IN SPACE



Now that you have created your character, and you think you're ready to jump into action – hang on!

EVE is not like most games in which you can skip the tutorial. The tutorials essential for your success and will guide you through the basic processes of mining and refining ore, interacting with corporate agents, and acquiring your first safe and supervised taste of ship-to-ship combat. You will also learn how to utilize the interstellar market, purchase and install ship upgrades, and perhaps most importantly, earn enough money to upgrade your vessel.

## STEP 1: IN-SPACE TUTORIAL

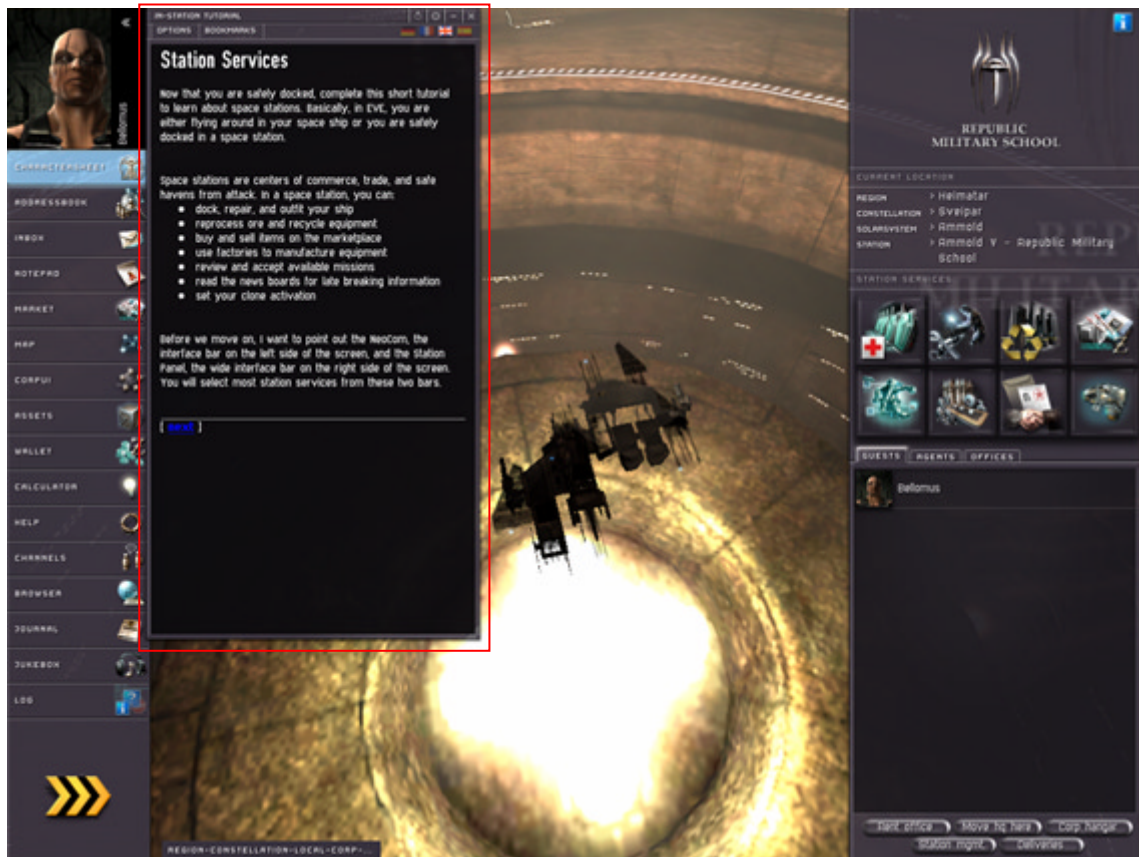


The in-space tutorial is supervised by an insurance teaching drone, which will orbit your ship. To start the tutorial, press the **“Next”** link on the welcome screen. Do not shoot down the teaching drone ☺

The tutorial drone will help you learn basic ship operations. The insurance company is concerned about you and wants to make sure you know how to fly before buying insurance from them!

Follow the given steps. When you have completed one step, the next one will appear in tutorial window. Press the “next” button in that window to continue the tutorial. Just before you dock, be sure to read any emails you've received!

## STEP 2: IN-STATION TUTORIAL



- » The in-station tutorial picks up when you first dock, as instructed by the tutorial drone. It introduces you to various station services such as the market, ship fitting, reprocessing and so on.
- » The tutorial also introduces you to a friendly corporate agent who is in need of courier pilots to handle some small errands and get you started on making money. We recommend you finish all the missions you are offered, so that you'll be able to continue your mission career.

■ Do not attack other players while in a system rated between 1.0 and 0.5. If you do, you will be shot down by Concord (the EVE NPC police force). On the other hand, you can always shoot at wanted NPC pirates (non-playing character pirates), no matter where you are.

## STEP 3: STORYLINE MISSIONS

Once you have completed all the tutorial missions, your agent will refer you to another one. You will then be given a chance at the storyline missions. They will give you better insight into EVE and possibly a handsome reward. You should have all the knowledge already on how to complete those missions.

■ The Storyline Missions are intended to be used to get familiar with EVE so they are not the most exciting missions EVE has to offer.

---

## STEP 4: OFF YOU GO

While still a rookie, you have progressed to a stage where you are ready to go out on your own. But before doing so, here are some pointers for a fun time in EVE.

### SKILLS

One of the first things you should do is purchase and train the basic "Learning" skills. They help lower the total amount of time it takes to learn a new skill by increasing your attributes (Intelligence, Willpower, etc.). This is a very good thing to do early on, as the sooner you do this, the more skill points you will have in about two months' time.

Since there is no effective maximum of the amount of skill points you can have in EVE, you always want to have a skill in training. You should always set a skill to train when you log off as your skill training progresses in real time. Get your learning skills and "learn to learn" as soon as you can afford it – it will all pay off in the long run no matter what. Getting the learning skills and training them will also familiarize you with the general skill training process.

■ For more information about skills please refer to chapter 9.

### SHIPS

Every player seeks a better ship and configuration. Early on in EVE, you will find that you can fly the largest frigate class ship with the corresponding frigate skill (Gallente Frigate, Caldari Frigate, etc.) at level three. This level of frigate skill can be reached quite quickly, while level four is a prerequisite for training cruiser skills. When you have the skill to get a new frigate class ship and leave the rookie ship, do so as soon as possible. The new player ship is very weak and is given out freely upon destruction. Even a small frigate which requires only a level two frigate skill is superior to the new player ship.

✚ Train your frigate skill and get a good ship soon as possible, but don't risk ships or modules you cannot afford to replace.

For a complete list of all ships and their capabilities you should check out the following fan sites, which maintain excellent ship databases:

- » [http://www.eve-i.com/home/crowley/page/page\\_objectexplorer.php](http://www.eve-i.com/home/crowley/page/page_objectexplorer.php)
- » <http://www.eve-db.com/database>
- » <http://www.zond3.net/>

### MAKING MONEY

Many players ask how they should make money. As explained earlier there are many ways you can earn ISK. Early on, mining and agent missions are best as you don't have skills, knowledge or standing at this point. Both are quite profitable in the beginning.

#### Mining

There are many forms of mining, ranging from solo mining to large scale strip mining by industrial corporations. The latter requires considerable planning and coordination, but solo mining does not require much skill or knowledge.

## Agent missions

Missions from NPC corporate agents can be very profitable, especially at the higher levels. Agent mission can net substantial profits, but can also be very time consuming.

## Bounty Hunting

The combat pilot can try his hand at bounty hunting. You can hunt for NPC pirates, all of which have a bounty on their head, or player-pirates, whose bounties are limited only by their victims' hatred and cash.

+ You are not allowed to freely attack other players unless their security rating is below -5.0.

## Research Agents

Research agents are the way you can form an NPC research team to develop new technologies. Should your team be successful, you will be offered a new blueprint, at the next technology level on from the common pool. These can be sold for large sums, and there are players that have made substantial fortunes from selling blueprint originals on the market. For more information, see chapter fourteen.

## Production

Sometimes overlooked, it is possible to turn a profit by acquiring blueprints and the relevant resources to start a small production business. Sell where you have little competition and enough resources to continue construction.

## Trading

Trading is mostly done by experienced player as it requires good knowledge of trading routes and market prices. There are trading-only corporations in the EVE Universe which are very wealthy and powerful.

■ Inter-regional trading is time-consuming but can prove very profitable

## CORPORATIONS

One of the best things you can do is apply for membership in a player corporation that is active and of decent size. Larger corporations are not necessarily better, as you will be one of many, while smaller corporations are often very active and ambitious. Just make sure you choose a corporation that has the same goals and game style as yours, and ask before joining what they focus on and what role you will have. Corporation activities may include mining, fighting, trading, manufacturing, and many more. Most corporations combine some of the above and might be a good start for you until you have decided which path you want to follow, but you can always change corporations. Corporations can offer protection, friends, resource sharing and much more.

## MAP

It helps to understand how the map works, and how to use the scanner. Both are part of efficient navigation through the world of EVE. See chapter six for more information.

## EXPLORE

Explore EVE! There are 5000+ systems and thousands of people out there. We wish we could tell you exactly what to do early on in detail but that's what EVE is all about: exploration, corporations, money, greed, friendships, the list continues.

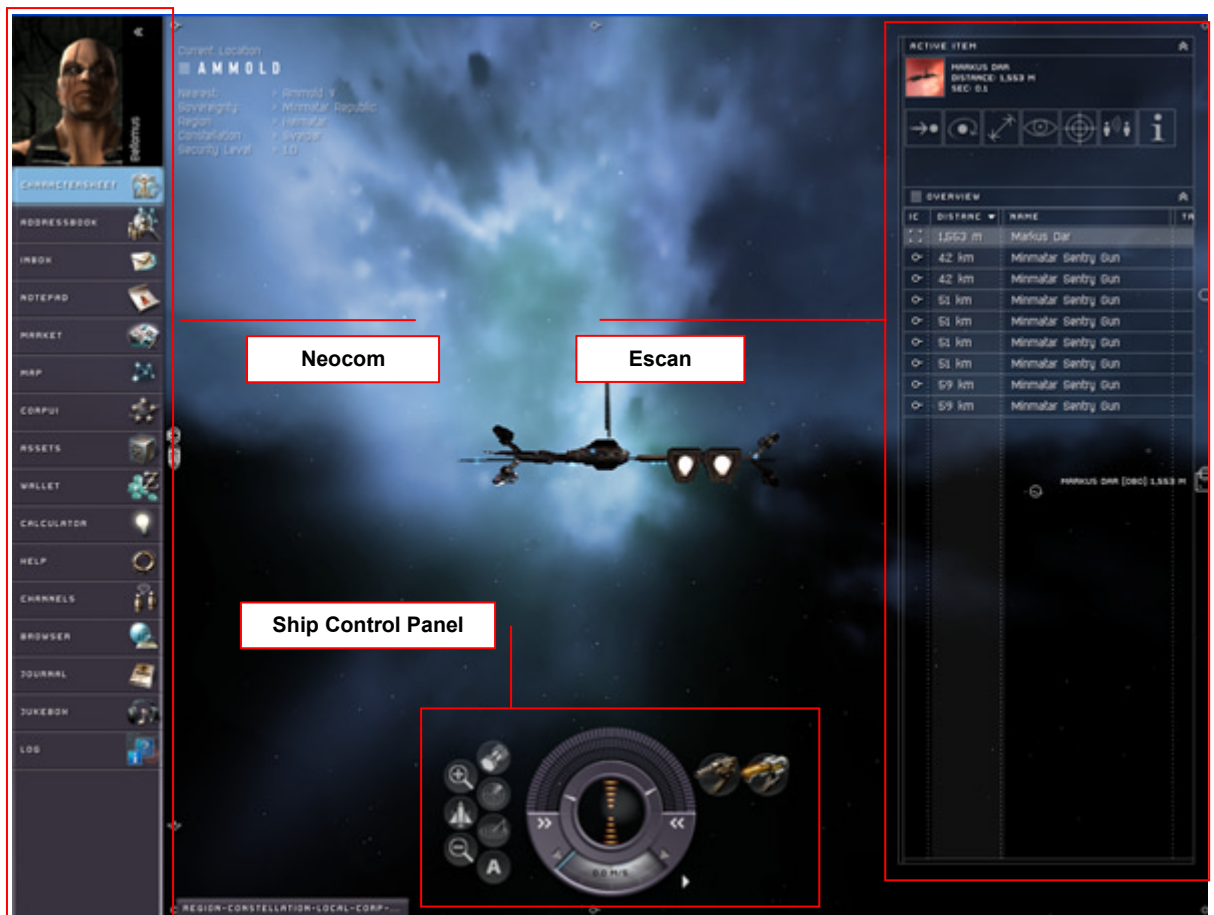
+ Explore Eve with caution. The residents of the various systems can be dangerous.



## IN SPACE INTERFACE

This chapter is a supplement to the in-space tutorial and not a replacement. While in space you interact with your environment in four different ways:

- » From the Neocom panel,
- » From the Ship Control Panel
- » From the Tactical View
- » By clicking on items in the space view.



## THE NEOCOM PANEL

The Neocom panel gives you access to several tools, listed below. You can minimize the Neocom panel by pressing the two arrows to right of your character picture in the upper left corner.

### CHARACTER SHEET

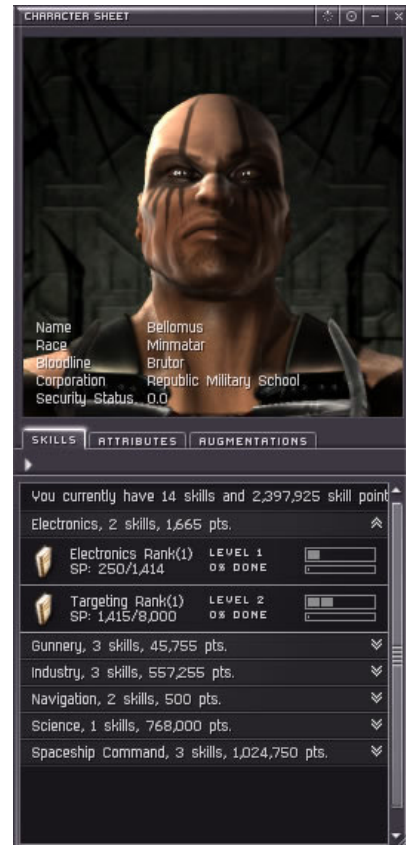
Displays all information about your character.

#### Skills

Shows all the skills you have acquired and trained. Skills are organized into categories.

- » To start on a new skill, you must first have purchased the skill book. To train a skill book, right-click on it and select “Train Skill”. This will install the skill, and start training it to level 1. You do the same for a skill you already have, except you access it directly from the character sheet. When it is done, go to this dialog box to train it to level 2.
- » Click on the Skill tab, locate the skill, right-click and select “Train Skill”. If you switch between skills, you will not lose any skill points already gained.
- » You should always have a skill in training, but EVE Online has a very unique skill system that allows you to train skills even when logged off.

■ For more information about skill training please refer to chapter 0.



#### Attributes

The attributes tab shows you the “amount” of each attribute your character has. This is determined during the character creation, but can be enhanced by training the Learning skills and plugging in Implants.

#### Augmentations

Here you will see all the implants your character has installed. Each implant has a specified slot, so if you buy a +2 Memory Implant then you will need to unplug and destroy that implant if you buy for instance a +3 Memory Implant which uses the same slot.

#### More...

You can see three more categories of character information by clicking on that small arrow under the Skill tab.

#### Standings

Here you will see who you like and who likes you. You can right mouse click on a user that you have a positive experience with (good buyer, good seller, nice all around chap, etc.). Select “Show Info” and use the “Set Standings” button to set the standing from 0 to +10. The same applies to “I dislike”, but then you set their standing to anywhere to 0 to -10.



“Liked By” shows which characters, corporations and factions like you, but all your actions are observed, so if you kill a lot of NPC’s that a particular faction dislikes then you’re standing with that faction will improve. “Disliked By” shows those that don’t like you, and the same applies as above.

## Bio

You can type in any text you want as your Bio. Some users have even used the Bio as an advertisement for the wares they sell. But please do not use profanities or obscene language as that is not allowed and if reported can cause a ban from the Game Masters.

You can use colored, bold, underlined, and different sized text in your bio. Additionally you can insert a URL link to any part of your text.

## Security Status

Each character in EVE has a security status. Certain predefined actions or crimes, such as attacking other players or destroying the player’s escape capsule will affect a character’s security status. The effects of a low security status vary widely, ranging from access restrictions to certain zones, direct attack by an empire authority or having bounties issued on one’s head. Security status boosts can be gained by hunting enemies of the empires.

Faction standing is the measure of the relationship a character has with various NPC corporations. Every NPC that a player deals with belongs to an NPC corporation. All NPC corporations have faction standings between themselves, as well as with all player corporations.

Faction standing against a certain NPC corporation will rise when the character does something beneficial for the NPC Corporation. Likewise, when a character does something disruptive to the NPC’s corporation interests, the faction standing will decrease. Falling below a certain negative faction standing will result in that faction navy actively hunting you down in their territory. For example, if a character kills an Amarr ship, then the faction standing towards the Amarrians will worsen, but it will improve with the Minmatars who are enemies of the Amarrians.

Good faction standing allows a character to gain higher level agents from that NPC Corporation. This can lead to better missions and access to restricted areas or equipment that the NPC Corporation controls.

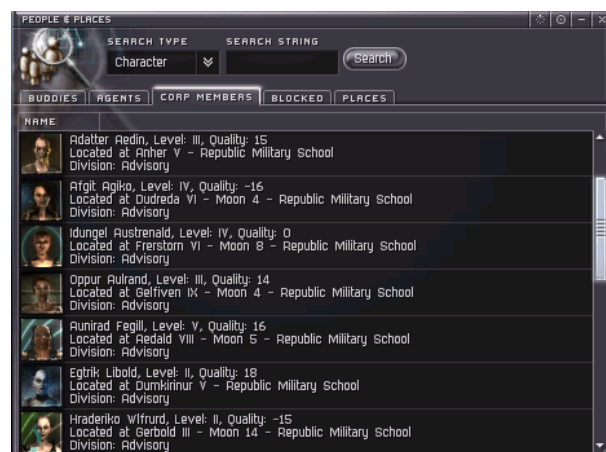
## ADDRESSBOOK (AKA PEOPLE & PLACES)

This is your navigation box across the universe. Here you will find your bookmarks, see if your buddies are online, and search for locations.

### Search

The search will allow you search for characters, corporations, asteroid belts, solar systems, constellations, and regions. The most used function is searching for a solar system and set the autopilot, and is accomplished with the following steps:

- » Make sure Solar system is selected in the drop down menu.
- » Select Places and type in at least the first 3 letters of the solar system and press Search.
- » This will display a new dialog box and you can now right click on the solar system and select “Set Destination”.





- » If you are in space then just press the Autopilot button on the Control Panel, but if you are in a station then first exit the station and then press the Autopilot button.

### **Buddies**

You can add any users to your buddy list (even your enemies), and see when they log on and when they log off. When anyone in your buddy list logs on or off, then a small box with their name and character picture will show up in the lower right corner on the screen. To add someone to your buddy list follow these steps:

- » You can drag a name from the Chat window directly into the buddy list.
- » Or you can search for the character by typing in the name of the user, select Username instead of Solar system, and press "Search". Then drag the name of the user from the search results window into the Buddy list.

If you have organized your buddies into folders then drag the name you want to add so that a white line appears ABOVE the folder to which you want to add.

### **Agents**

This will list all agents you have done work for. For more information about agents then please refer to chapter 0.

### **Corp Members**

This shows the list of the member(s) in your corp. If you are a director then you will also see a button on the bottom that will allow you to send a group mail to all in the corporation.

### **Blocked**

You can block users (right mouse click, and select Communicate – Block) so that they can not communicate with you in any way. You will not see their posts in the chat, nor will they be able to send you EVE mail, and they will not be able to private message you. This box will show you who you have blocked. To unblock, right click and select Communicate – Unblock.

### **Places**

This is a list of your bookmarks. So for instance if you find a station with good prices on Zydrine, then while in that station press the Add Bookmark button to add that station to your bookmarks. Bookmarks are heavily used by experienced players that have found ingenious ways of using them for all types of things.

For instance a very good use for a bookmark would be if you are often mining at the same belt. Then you will not set the bookmark at the location you want to mine at, but rather you will bookmark a position 15km beyond the asteroid in a line from the station that you are flying from, so when you warp to the bookmark from the station, then you will stop right over the spot you want to be at. The same can be done going back, then set the bookmark about 8km behind the station (the stations are big, so you don't have to go all 15km), with station directly in the flight line between you and your asteroid bookmark. Then next time you need to fly from the asteroid to the station, just select Warp to – 15km and you will end right at the station. Then simply right click on the station and select "Dock".

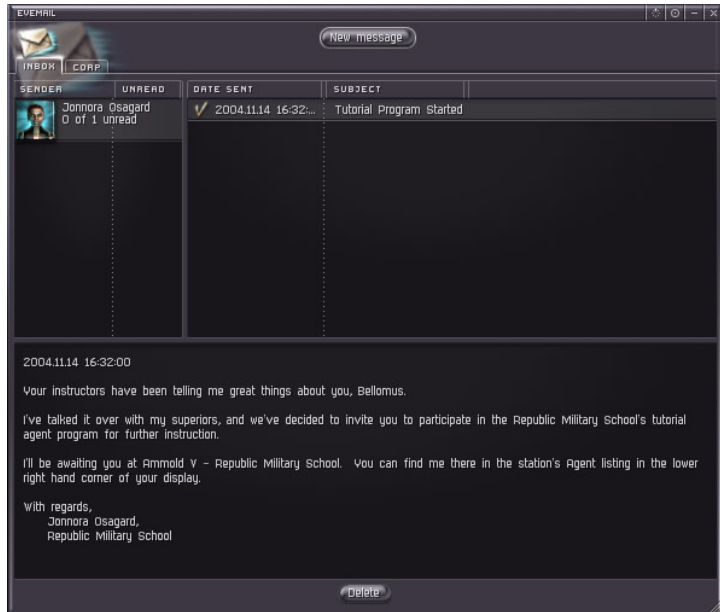
Please note that bookmarks are stored on the EVE Server, but the bookmark folders are stored on the client PC. So if you log on to another PC then you will get your bookmarks, but not your folders.

## INBOX

This is your EVE-mail client, and from here you can send/receive EVE-mail to/from other players. To send a new message, click on the **New Message** button on top. Note that you will be charged 100 ISK for each message you send to players that are not in your corporation. This is done to prevent spamming and has proven successful for that purpose.

- » Directors of corporations can send a message to all corporation members by pressing the Corp Members on the People and Places box, and select Send Corpmsg at the bottom of that box.
- » When you have a new message the EVE mail button will flash on the Neocom panel. When ever a skill is completed training then you will receive an EVEmail.

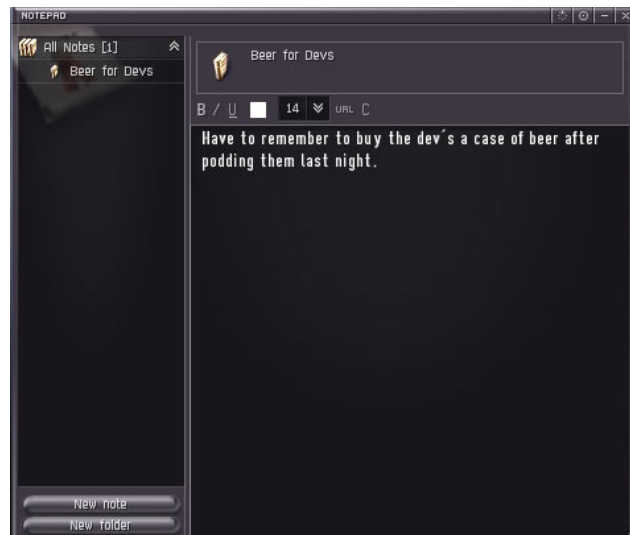
■ **STAR Note:** Sending Evemails and Convos to ISD Volunteers you should not be charged. If you are let the volunteer know. GM's do NOT accept convos or evemails, unless specifically asked by the GM.



## NOTEPAD

The notepad allows you write down messages or note-to-self, and store them in a organized manner. You can organize your notes into folders.

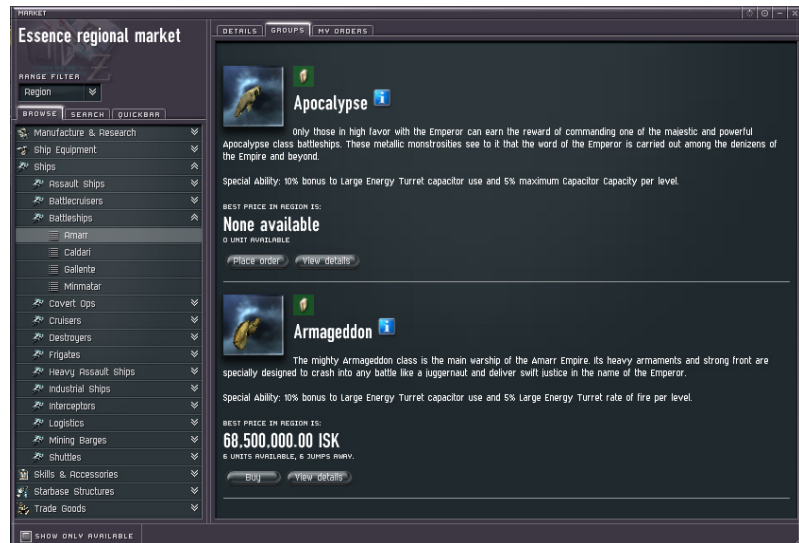
- » You can alter the text size, layout and color. You can also insert URL links to any text.
- » The “C” clears the writing area.
- » To delete or rename a note or folder, right click.



## MARKET - NEW

The market in EVE-Online is now a part of the Neocom and accessible everywhere. The new market is now depended upon your trading skills, which will determine how far you can set it to scan for items, your transaction cost per sale, number of items you can have for sale and so on.

When docked the default the range is set to the station you are in. Other settings include the solar system, and the entire region you are in. The search will not go beyond the region. By expanding or contracting the region display you get to see what the supply and demand for items are at other places than the one you are currently in.



## Trading Skills

### Accounting

Proficiency at squaring away the odds and ends of business transactions, keeping the check books tight. Each level of skill reduces transaction tax by 10%.

### Broker Relations

Proficiency at driving down market-related costs. Each level of skill grants a 5% reduction in the costs associated with setting up a market order, which usually come to 1% of the order's total value. This can be further influenced by the player's standing towards the owner of the station where the order is entered.

### Daytrading

Allows for remote modification of buy and sell orders. Each level of skill increases the range at which orders may be modified. Level 1 allows for modification of orders within the same solar system, Level 2 extends that range to systems within 5 jumps, and each subsequent level then doubles it. Level 5 allows for market order modification anywhere within current region.

### Margin Trading

Ability to make potentially risky investments work in your favor. Each level of skill reduces the percentage of ISK placed in market escrow when entering buy orders. Starting with an escrow percentage of 100% at Level 1, each skill level cumulatively reduces the percentage by 25%.

### Marketing

Skill at selling items remotely. Each level increases the range from the seller to the item being sold. Level 1 allows for the sale of items within the same solar system, Level 2 extends that range to systems within 5 jumps, and each subsequent level then doubles it. Level 5 allows for sale of items located anywhere within current region.

### Procurement

Proficiency at placing remote buy orders on the market. Level 1 allows for the placement of orders within the same solar system, Level 2 extends that range to systems within 5 jumps, and each subsequent level then doubles it. Level 5 allows for placement of remote buy orders anywhere within current region.

Note: placing buy orders and directly buying an item are not the same thing. Direct remote purchase requires no skill.

### **Retail**

Ability to organize and manage market operations. Each level raises the limit of active orders by 8.

### **Trade**

Knowledge of the market and skill at manipulating it. Active sell order limit increased by 4 per level of skill.

### **Visibility**

Skill at promoting your product effectively. Each level increases a remote sell order's radius of effect from origin. Level 1 allows for range within same solar system, Level 2 extends that range to systems within 5 jumps, and each subsequent level then doubles it. Level 5 allows for a full regional range.

### **Wholesale**

Ability to organize and manage large-scale market operations. Each level raises the limit of active orders by 16.

## **Browsing the market**

Below the range filter you will see the item category menus that include: items, ship equipment, minerals, trade goods, skills, and blueprints as well as the sub-categories that belong to each of these. Once you have made your choice as to the category you wish to see the item information belonging to it will be displayed in the left-hand area of the market window along with their descriptions, area prices, supply/demand information, as well as options to access the advanced market information.

## **Searching the market**

After you have gotten familiar with the market then you can use the search function to find the item you are looking for quickly. For instance if you are looking for small Antimatter Hybrid Charges then just type in "Anti" in the search field and press Search. You will then get a list of all items containing the word "Anti", then click on the Antimatter S to see pricing on that item.

- ▣ Named items such as "Orion" Tracking CPU 1, often have better attributes than standard items found on the market, instead they can be bought through the escrow market or collected by destroying NPC pirates.

## **Quickbar**

If you are trading certain items frequently or want to follow the price on an item, then first search for it and from the search results window right mouse click and select "Add to Quickbar". The item will then be added to the Quickbar for fast retrieval later on.

## Buying

### Finding an Item

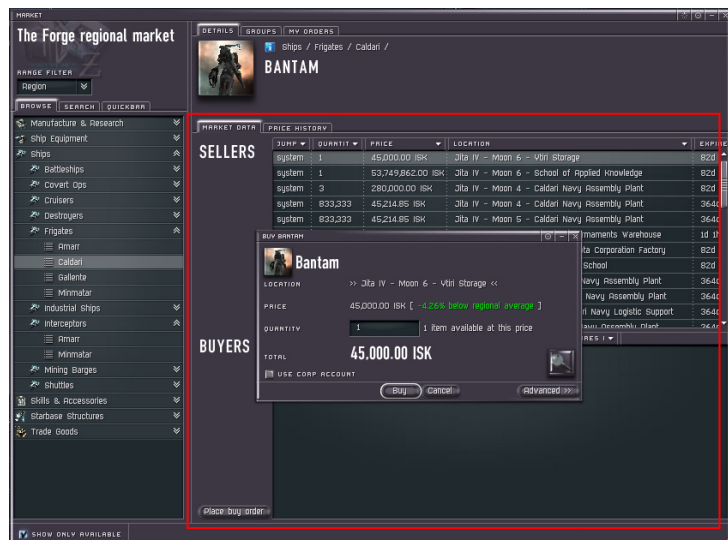
- » Select the market range you want to expand your search to.
- » Find the item by either browsing through the items list or by searching for it.
- » If it is not showing up then select a larger market range.
- » If you browsed through the categories on the left and then click on the appropriate sub-category, the market window will show you the item group. From there click on the “View Details” button to get a better overview of prices and distances.



- » On the other hand, if you search for an item and click on it in the search results window then you will go directly into the View Details window.

### View Details Window & Buying

- » The View Details – Market Data window shows if item is available, jumps, quantity, price, location and when the sell order will expire.
- » Right click on the station you want to buy from.
- » Select “Buy this...” from the pop-up menu.
- » If you want to buy at the set price type in the quantity and press the “Buy” button. If you have access to the corporation funds you can check the “USE CORP ACCOUNT”.
- » You can press the Advanced button to place a different ask or bid price, but if you are in space you need to have the Procurement Skill for Ask and Marketing for Bid.
- » The item will now appear in your asset list if you bought at the set price and you can collect it immediately.
- » If you placed a buy order then you must wait until your order is fulfilled and will then appear in your asset list.



## Selling – In Same Station

Before you can sell anything on the market it must first be moved from your ship's cargo hold to your station hangar. Like buying, selling also works on the basis of orders. A sell order is when you are placing products on sale for a period of time at a set price.

To sell an item:

- » Right click on the item you want to sell and select “Sell this item”
- » You can sell at the price being offered and you can press the “Advanced” button to get more information about regional pricing.
- » Or you can press the magnifying glass on the simple sell box to open up the full market window with all prices.
- » If you are not happy about that price then click on “Advanced” and type in the ask price, quantity, and when the sell order should expire. Press “Sell” when ready.
- » The item will be removed from your hangar and placed on the market for the time you selected or sold immediately to the highest bidder.
- » When sold your wallet will get the proceeds of the sale.
- » If item does not sell within the time period you selected, the item will be placed back into your hangar at that station.



## Selling – Remotely

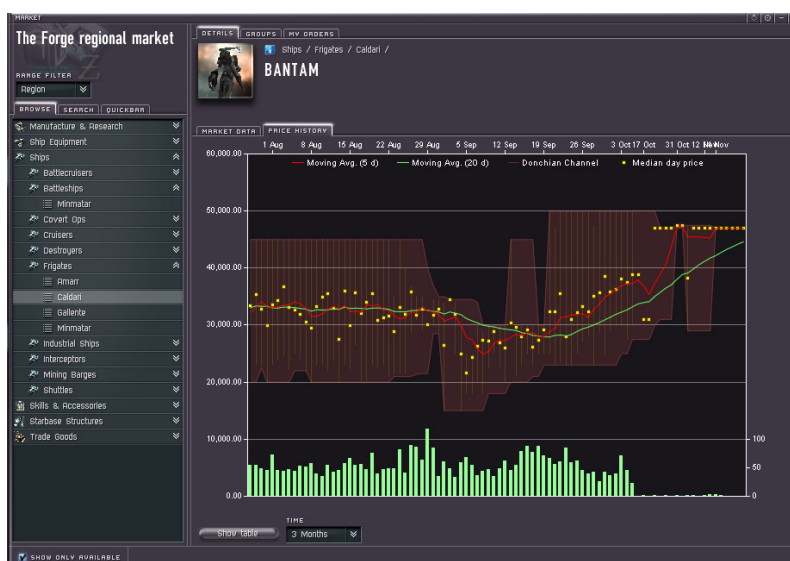
- » To sell remotely you need to train the skill Marketing.
- » Open up your asset list and open up the station you want to sell from.
- » Locate the item you want to sell, right click on it and select “Sell this item”
- » Set the price and you are done.

## Price History

This tab shows technical trading data on the item you have selected.

### Moving Averages

A simple moving average is formed by computing the average (mean) price of an item over a specified number of periods. It is created using the sell price. For example: a 5-day simple moving average is calculated by adding the closing prices for the last 5 days and dividing the total by 5. Remember that all moving averages are lagging indicators and will always be “behind” the price.



## Donchian Channel

» The Donchian Channel is a trend-following breakout system. It plots the highest high and lowest low over the last period time intervals.

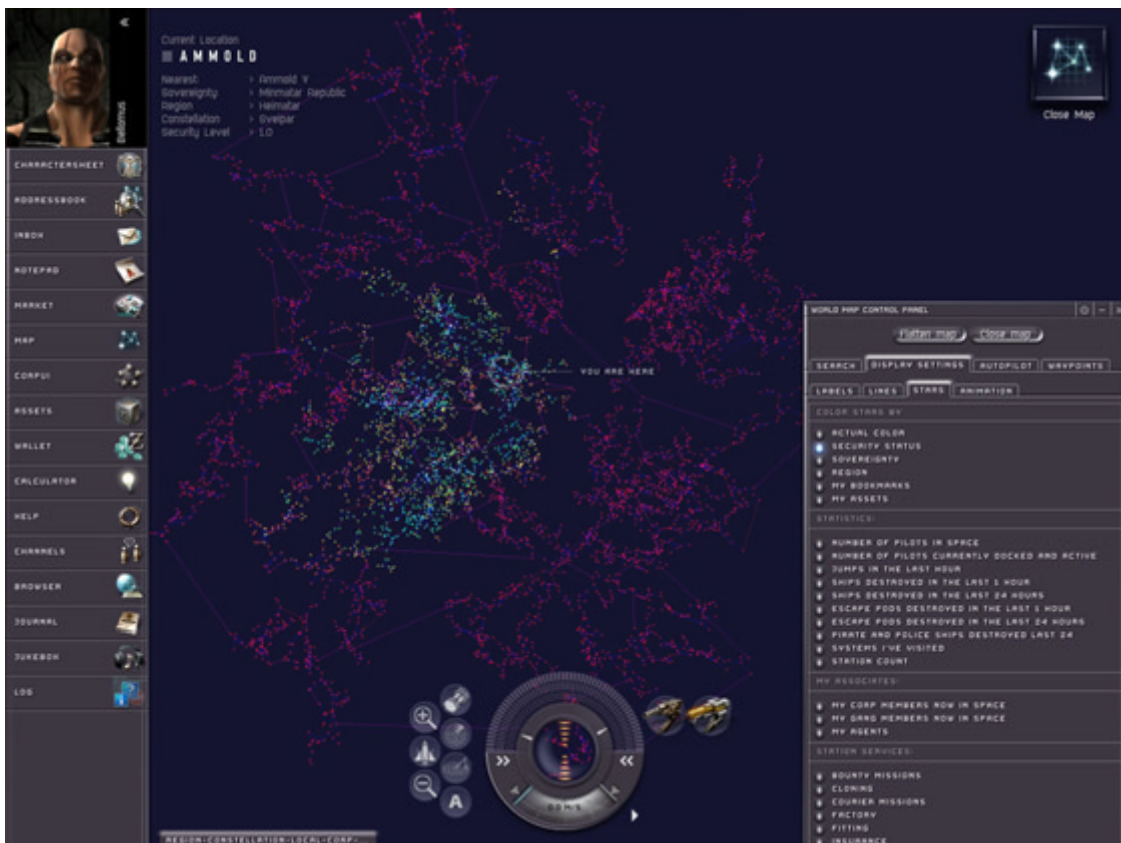
## Median Day Price

Is the average price that day.

## Modifying Orders

You can now modify orders remotely, which means you can change either the sell or buy price of your orders without having to cancel the order first.

## THE STAR MAP



The map is a powerful tool if you know how to use it. You can find out a lot about the different areas of EVE, no matter how far you may be from them.

The map can be accessed (and closed) either by clicking the map button in our NeoCom (4th button from the top) or by pressing F10. You will then be presented with a 3D view of the whole universe. Every single dot on the map is a system in itself. The map is as mentioned shown in 3D, but if you prefer a 2D view, you can press 'Flatten Map' on the 'World Map Control Panel'.

This control panel is also where you can modify your view of the map and set your autopilot settings.

You can zoom in and out on the map by either using your scroll button on your mouse or by left+right clicking your mouse or moving it up or down. To change the angle at which you view the map, hold down the left mouse button and move the mouse pointer around.



## World Control Panel

### Search Tab

Lets you search for a specific system, constellation or region. If you right click the search result you get varying options. These are:

#### *For a system:*

- » Show on Map - Makes the map zoom in on the system you searched for.
- » Show in Mapbrowser - Opens up the map browser (can also be accessed by pressing F11). We'll get to that later.
- » Keep Location - Saves a bookmark for that system - located in your [People and places]
- » Set destination - Sets your autopilot to that system
- » Adds Waypoint X - If you want to go more than one place you can add more waypoints. Your autopilot will then disable every time you reach a waypoint (or continue, depending on your [Autopilot settings]).
- » Show Info - Lets you view information on the system, such as what systems it is linked to (under 'Constellation'), what is located in the system (stations/planets/moons/asteroid belts - 'Orbit Items') and the route to the system ('Route')

#### *For a constellation:*

- » Show on Map - Makes the map zoom in on the constellation you searched for.
- » Show in Mapbrowser - Opens up the map browser (can also be accessed by pressing F11).
- » Keep Location - Saves a bookmark for the constellation - located in your [People and places].
- » Set Destination - Sets your autopilot to the system in the region that's nearest to your current location.
- » Adds Waypoint X - If you want to go more than one place you can add more waypoints. Your autopilot will then disable every time you reach a waypoint (or continue, depending on your [Autopilot settings]).
- » Show Info - Lets you view what systems are in this constellation, what the route is to the nearest system in the constellation and what other constellations it's connected to.

#### *For a region:*

- » Show on Map - Makes the map zoom in on the region you searched for.
- » Show in Mapbrowser - Opens up the map browser (can also be accessed by pressing F11).
- » Keep Location - Saves a bookmark for the region - located in your [People and places]. This doesn't have any use as such though.
- » Show Info - Lets you view what constellations are in this region and what other regions it's connected to.

### Display Settings Tab

This tab is where you set how you want to view the map. It is divided into four tabs:

#### *Labels:*

This is the place where you set things such as how many region labels you want to see on the map.

#### *Lines:*

This is the place where you set how many of the lines connecting systems you want to see. You can also choose to color the lines in two different ways:

- » By Jump Type - Blue means the jump is within the same constellation, red means it's to a different constellation, but within the same region, and purple means it's a jump to a different region.

- » By Region - Gives the regions different colors so you can see where a region starts and ends.

#### *Stars*

Here you choose how you want the systems to be marked. You can choose between things like actual colors of the star, where you have assets, how many pilots are active in space, etc. Just be aware that the map has a delay, so if you choose e.g. 'Number of pilots in space', the information you see may not necessarily be current".

#### *Animation*

Sets how the map will zoom when you choose 'show on map'.

### **Autopilot Tab**

Here you change the settings for how the autopilot behaves.

#### *Route Planning*

- » Prefer Shorter - Makes the autopilot find the shortest route from your current location to your destination. This can take you through all security levels.
- » Prefer Safer - Makes your autopilot stay in 0.5 and above systems where possible. This is useful if you want to minimize the risk of being shot down by players.
- » Prefer Less Secure - Makes your autopilot stay in 0.4 and below where possible. This is useful if you cannot enter secure systems because you have a bad security status.
- » Try to stay out of pod killing zones - Makes the autopilot try to avoid any system that has had a pod killing within the last 24 hours. Bear in mind that not all systems where pod kills have occurred are unsafe - podkills can occur in [corporation wars] as well.

### **Waypoints Tab**

If you set multiple waypoints and want to find the shortest round trip, this is the place to do it. You can choose to move waypoints up or down to create your optimal route, or you can click 'Optimize' and let the system find the shortest path for you. Just remember - the more waypoints you have, the longer it takes to optimize. Don't try to optimize more than 8 waypoints or you'll be waiting forever.

Disable Autopilot at Each Waypoint - If you set more than one waypoint your autopilot will disable every time you reach a waypoint. This is useful if you're picking up items in multiple systems.

- » Continue non-stop to Final Waypoint - Useful if you have set a route around certain systems you wish to avoid, but still want to continue all the way to your final destination.
- »

## **MAPBROWSER**

When you press F11 you get a mini-map. This shows from top to bottom:

The universe of EVE - A simplified map of all the regions in EVE

- » Region map - A simplified map of the region you are in/ have chosen to look at.
- » Constellation map - A map of the constellation you are in/ have chosen to look at.
- » Solar system map - A map of the solar system you're in, showing your location (the middle) compared to the planets/moons/stations in the system. You can choose to zoom in and out by clicking the

different Zoom Levels. If you're in space it will also show what way you are facing with the camera - and, if you're doing directional searches in your [scanner], the angle you're searching at.

## CORP(ORATION)

Shows information about the corporation you belong to, the members, and other administrative tools. For more information about Corporations please refer to chapter 0

## ASSETS

This shows you where all your assets are located across the universe. Often players have ships, items and minerals in more than one location and this shows you where they are located.

This function is especially important to those that trade and need to pick up items that they have placed orders for.

To go to a station, right click on the station name and select Set Destination, then use the autopilot to get to there.



## WALLET

Shows you how much ISK you own, bills you have to pay, shares you own, journal of transactions, a list of all open buy/sell orders, and a list of your recent money transactions.

### Bills

Shows what you owe and what people owe you. This is mainly for paying rents on laboratories, offices and factories.

### Shares

This shows all the share(s) that you own in a corporation.

### Journal

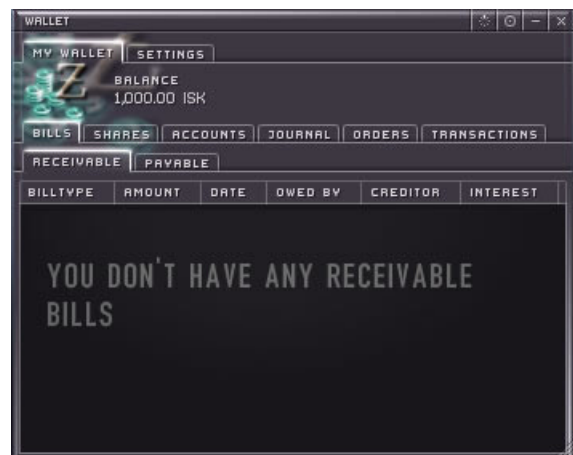
The journal shows every single ISK transaction associated with your character, and here you can filter the information you want to see.

### Orders

Lists both sell and buy orders you have. You can cancel your orders from here by right clicking on the active orders and select "Cancel Order".

### Transactions

Shows what you have bought and sold on the market, but not on Escrow.



## HELP

Access to the EVE help tools: the Help Channel, or if you want to file a petition to the EVE support team.

## CHANNELS

There are two ways to access the chat channels. You can create your own chat channel by pressing New Channel or access other channels by pressing the Join button. If you don't find the channel you are looking for on the list, select New Channel and type in the name of that channel.

There are some default chats channels already setup for you. Popular choices are the Trade channels, Help channel and the language channels.

## BROWSER

The in-game browser gives access to various in-game information, and even corporation home pages. You can create your own pages, and there is a link on the default page that tells which tags you can use in the in-game browser.

## JOURNAL

The journal window is divided into two major parts. The first one is about missions from [agents](#). The second parts are the courier missions which are acquired and issued through the [mission's](#) station service.

## JUKEBOX

The Jukebox allows direct access to all soundtracks in EVE, and control over volume. You can even add your own MP3's to the playlist by using a third party utility. The Jukebox is relatively easy to operate. You will find the Jukebox button (second button from the bottom) on your Neocom (bar on the far left of your screen). Once the Jukebox menu is open you can choose Previous, which goes back to the last track played. You can choose Play, which plays the current selected track. Then there's Pause were you can suspend the current track, and click Play to continue the track. Next there's Stop, which stops play of the current track. And last you have Next, which skips ahead to the next track on the list.

These are located on the top of the menu along with a slider bar that you can draft left and right with your mouse to control the volume of the music. Then below all of your Jukebox functions is a list of all the available tracks to choose from. You can simply highlight the track you wish to play and click the Play button. There are several 3rd-party programs which allow you to insert your own MP3's. These programs are acceptable to use, and are not sponsored, but not prohibited by EvE.

## LOG

The log window is a place where all game messages, notifications, combat actions, etc. are stored for further reference. Players who like can look up all their stored actions until they either jump to another solar system or dock at a station. The log window will reset its contents and save the old logs to a file on your hard disk (default: C:\Program Files\CCP\Eve\Cache\Gamelogs\). There they are named by date and time to be recognizable.

## SHIPS

Displays all your ships located in the current station.

## ITEMS

Displays all your items located in the current station. You can "merge" the ships and items options to the station panel (right side) by pressing ESC, Generic tab, Merge "Items" and "Ships" into station panel.

# SHIP CONTROL PANEL



The Control Panel is your ship control tool. From here you activate installed weapons, mining lasers and modules, and you can open the scanner, cargohold (also called capacity) and drone bay from here. Last, but not least, you can initiate the autopilot.

All slot modules can be activated and deactivated with hotkeys instead of using the mouse. To activate any of the high slot items press F1, F2, etc. for corresponding high slot location. For Medium Slots, hold down ALT and then the appropriate F key. For the low slots, hold down the SHIFT key and the appropriate F key. Using hot keys is good when speed is of the essence, so remembering where each module is installed is important when using hotkeys.

## SHIP TOOLS

### Cargohold

Pressing this opens your cargo hold. You can add items into your cargo hold from open containers simply dragging and dropping from the open container to your cargo hold.

You can jettison items from your cargo hold into space; the item will then be placed in a container. When you are mining you can fill your cargo, and then jettison the ore. Then you can find the container on your radar and select "open container". With both the cargo and the container open, you can continue mining and just before your cargo is full drag the ore to the container. Just make sure you have someone to transport (haul) your ore to a station, a good reason to be in a corporation. For more information on corporate strip mining please refer to chapter 0.



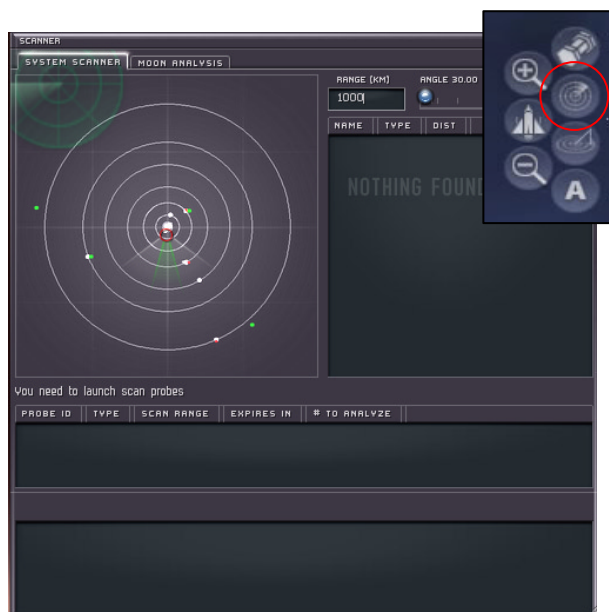
**+** Jettisoned containers are free for all to take from. If you want to secure your ore from ore thieves you should use Secure Containers, which can be bought on the market.

## System Scanner - NEW

The scanner has drastically changed from the previous version. It now has two tabs: System Scanning and Moon Analysis.

With the introduction of the new system scanning in Exodus, it is clear that the word 'safe' in safe spot will be highly questionable.

The system scanner now works in conjunction with scanner probes. The probes come in 4 different version that differ in range and accuracy, so the higher the range the less accurate the probe is. The probes are launched using a Scan Probe Launcher and works in the same manner as a missile launcher in that respect.



The skills required to operate a launcher and probes are Astrometric and Science, and listed here in more detail:

Type	Scan Probe Launcher I	Snoop 3AU Probe	Fathom 12AU Probe	Spook 48AU Probe	Ferret 192AU Probe
Astrometric	Level I	Level I	Level III	Level IV	Level V
Science	Level III	Level III	Level III	Level III	Level III
Scan Range	-	3	12	48	192
Flight Time	-	10 Min.	20 Min.	40 Min.	60 Min.
Minimum Scan Deviation	-	60 KM	1.2 AU	4.8 AU	19.2 AU
Maximum Scan Deviation	-	600 KM	2.4 AU	9.6 AU	38.4 AU

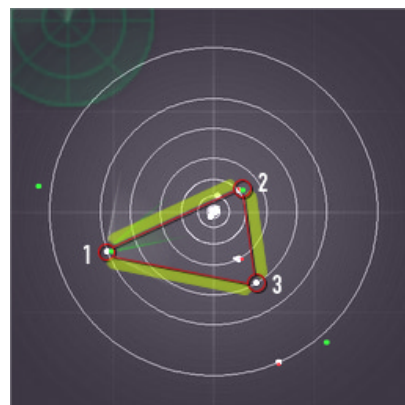
### Selecting Probes

Select the smallest probe that will cover the area you want to start your scan operation on. You can see the distances in your space view by flying to your first moon location and then hovering the mouse over the moon you are going to next.

### How to System Scan

The system scanner uses triangulation to pinpoint it's target, which means you should launch 3 probes in 3 different locations so when you draw a line between them will enclose the area you intend to scan. The probes will also scan 1AU beyond the triangle the lines will form.

- » Fly to spot 1 and hover your mouse over your next target (#2) on the in space view to see the distance, in this case the distance from 1 and 2 is 37AU so I would launch the Spook Probe.





» Fly to spot 2 and launch your second probe, and the third at spot 3.

» In the system scanner window, hold down CTRL and click on each of the 3 probes. You will see a red circle around each of the selected probe indicated it's reach.

» Press the analyze button and select the type you want to scan for.

» This will give a spot to warp to, which you should do.

» That spot will not be accurate, and when you are there launch a smaller probe and use that in conjunction with the 2 larger ones. The accuracy of these 3 combined will be an average of the 2 large and 1 small.

» Press the analyze button again, and you will now have a more accurate location.

» Warp to that spot and launch another smaller probe, and repeat this until you get an exact location of the ship you are looking for.

» The whole process is quite fast and with some practice you should be able to locate what you are looking for in matter of minutes.



### Range Scanner

When the Scanner is in Range mode it allows you to select the maximum range to scan. This is useful when scanning a large area like a big section of a solar system. If you fill the Range field with zeros after the default 1000, the scanner will fall back to its maximum range which is approx 2.1 billion km.

### Direction Scanner

When in Direction mode the scanner can be used to tell you in what direction a particular item is. Players use this to locate other players in space in attempt to warp to them. It is used in conjunction with the F11 map indicating the direction your camera is directed at and the opening cone of your scanner.

### Tactical View - NEW

Displays a tactical grid around your ship and provides visual indication of distances of other ships to yours, your ships targeting range, and your weapons range.

» Each circle is marked by a number which represents the distance from your ship in kilometers.

» When you zoom out you will see a large sphere around your ship, that is your ships targeting range.

» Moving the mouse over your weapons another sphere will be displayed which shows the range of that particular weapon.



## Autopilot

Pressing the yellow button activates the Autopilot and will fly your ship to the destination you have already set.

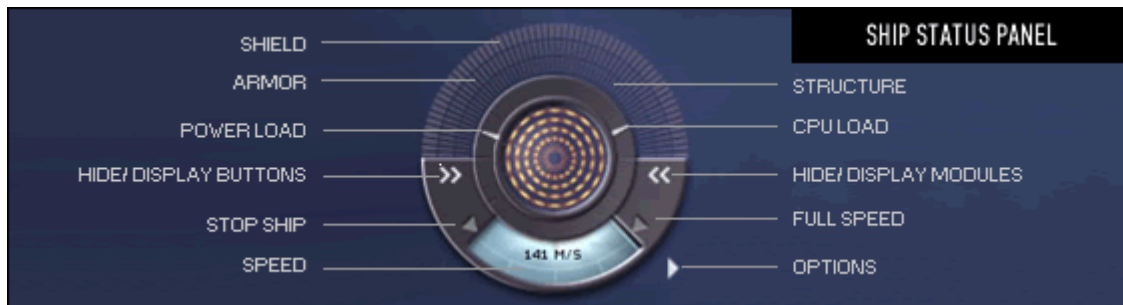
Setting your Autopilot's security options to the lowest possible option will often cut hours off long journeys – just keep an eye out for pirate blockades, or your autopilot will blindly drag you to your death! This option is set by pressing **F10** and selecting **Autopilot – Route Planning** in the **World Map Control Panel**.



## Camera Operation

Pressing the + or – magnifying glass will zoom in and out respectively, and pressing the ship icon will reset the camera.

## SHIP STATUS PANEL



### Shield

The outmost row shows the state of the ships shield. When someone shoots at you the shield will go first, then the armor and last the hull. You should always carry a Shield Booster on your ship when mining or fighting to repair your shield.

### Armor

The second row shows the state of your armor.

### Structure

The inner most row shows the state of the structure (aka hull). If the hull is gone and someone shoots at you, your ship will explode and you will find yourself in an escape pod, which you can fly to a station. At the station you will be supplied with a rookie ship.

### Power

In the middle of the Control Panel is the power indicator, which shows how much power you've got left in your power core. The more light-orange tiles there are the more power you have. The total numbers of orange tiles also indicate the max size of your power core.

### CPU Load

Shows the amount of CPU the currently fitted modules are utilizing.

### Power Load

Shows the amount of power the currently fitted modules are utilizing.

### Hide Ship Tools buttons - NEW

Will hide and display the ship tools buttons on the left.

## Hide Ship Modules - NEW

Will hide and display the ship modules buttons on the right.

## Stop Ship

When clicked, your ship will stop. You can also stop your ship by pressing CTRL SHIFT

## Full Speed

Will set the speed on your ship to full throttle, but you can control the speed of your ship by clicking on the speedometer.

## Options – NEW

Allows you to hide passive modules and to show all empty slots available to you for moving modules to.

## SHIP MODULES



## Hi Slots

The high slots show items like weaponry, miners and other high slot items. To activate any of the high slot items, first target an object, make sure the object is then selected after you have gained a target lock and then click on any of the high slot items.

## Medium Slots

Medium slots hold items like shield boosters, propulsion systems and many others. Some items require an object to be targeted (electronic warfare items for instance), but most have to do with operation of the ship, and those you only have to press.

## Low Slots

Low slots hold items like armor plates, power modules, and warp stabilizers. Same applies to these as medium slot items. Most items can be run in manual activation mode or in continuous activation mode. To switch between them right click a module and enable or disable the autorepeat option.

## Removing Passive Modules - NEW

You can remove all passive modules from the display by right clicking on the small triangle left to the low slot row. Passive modules are those that do not need to be pressed to make active, i.e. cargo expanders, Ballistic Controls, Power Diagnostic Modules etc.

## Rearranging Modules - NEW

To rearrange the modules right click on the triangle and start by removing the passive modules to give you more space to choose from. Then simply click on a module and drag it. Empty slots will then automatically shown and you can drop them on any of those.

# STATION SERVICES

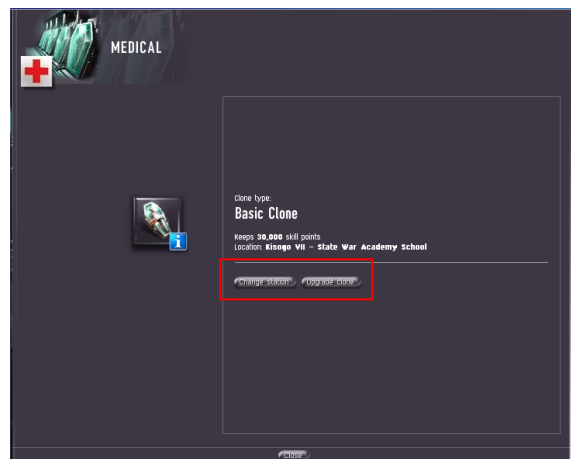


While your ship is in a station you will have access to multiple services which are accessed by clicking on any of the buttons appearing on the left side. Services offered differ from station to station; while some provide all available services others might provide only a few.

You can see what services each station offers by opening up the map (F10) and from the **World Map Control Panel – Station Services** select what type of service you are looking for. The solar systems having stations with the service you are looking for will then light up in red. Move your mouse over the solar system and dialog box will appear telling you what stations in that system fit your criteria.

## MEDICAL

A sad reality of life is that death is inevitable, even in scientifically advanced societies like EVE. For many, it comes when it's least expected. One minute, a pilot is happily approaching a stargate with a hold full of exotic fruits and the next thing he knows, his ship is a fine mist of processed tritanium and he's left floating and dazed in his escape pod while the perpetrator freely scoops up the cargo of Gehian melons. Should you find yourself in this position, it's best to warp away in your blinking pod unless you want to end up freeze-dried. Once a fragile escape capsule is destroyed or "podded," the tragic sense of loss is compounded. But it's not the end. You do have options.



Avoiding death is a skill that can take some time to master. Thanks to the modern wonders of **cloning** technology, however, if you die, you are reborn at your registered cloning facility and a new frigate will be issued to you. Be aware that unless you wisely invested in a high-grade clone, you may suffer from a period of amnesia, which will be acute if you have many skill packs installed to a high level - meaning you will lose a percentage of skill points based on the quality of the clone.

## Buy/Upgrade Clone

To buy a clone click on the Medical button and continue to purchase your clone type. The clones differ in price based upon how many skill points you want to “insure”. You should always have a clone ready with more skill points than you have trained for. That way when you get cloned you will maintain all your skill points. As you progress you can upgrade your clone to a higher level.

**+** If you get killed (podded) then your implants will be lost.

## Change Station

You can select what station you want your clone to be brought to live in. By clicking on the “Change Station” button a list of all stations that you can select from.

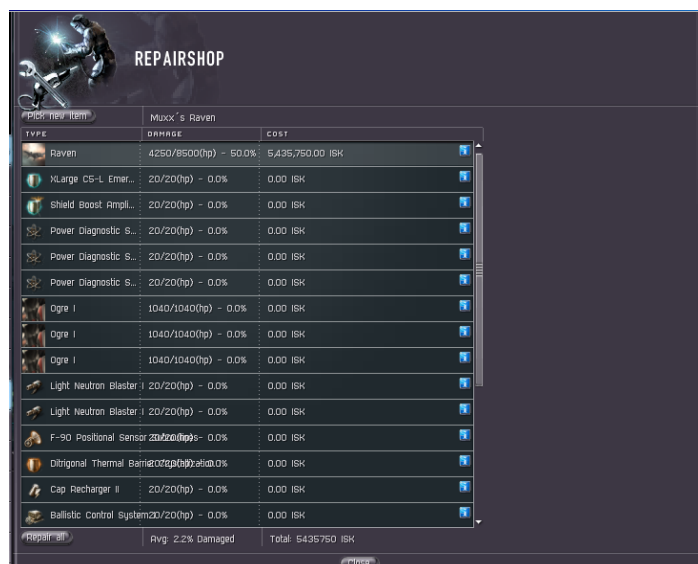
## REPAIRSHOP

You can repair your ship and drones using the Repairshop. To repair your ship you should:

- » Click on the Repairshop icon.
- » Double click on the ship you want to repair and/or your drones.
- » Right click on the ship and select repair or press the “Repair All” button to repair everything that is repairable and on your ship.

Drones can be shot at and damaged, and even destroyed. If one of your drones does get damaged then you

should repair it before using it again to ensure you don’t loose it. Since you can not repair the damage yourself you must use the repair shop facilities for that. Just click on the repair shop button and select the drone you want to repair. You will be prompted for how much you want to repair the drone for, and we suggest you do not change the amount and accept the full amount to get 100% repair done on the drone.

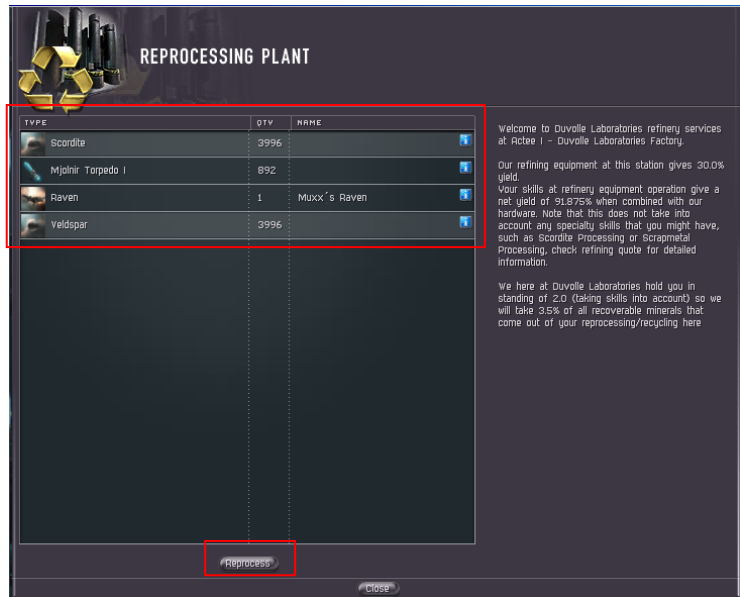


- You can also repair your ship yourself without incurring any cost. This is done by using Shield, Armor and Structural Repairers. If you don’t have them fitted, just fit them on and exit the station to activate them. So if you are in a combat and your ship gets damaged, just fit the appropriate repairer, undock the station and activate it (make sure it is set to auto repeat). When its done, dock again and unfit the repairer.

## REPROCESS

The reprocess facilities allow you to refine ore, modules, drones and ships into minerals. To reprocess an item you should:

- » Put the item into your personal hanger.
- » Press the Reprocess button.
- » Select the item you want to reprocess, or if you are reprocessing multiple items hold down the CTRL key and click on the items you want to reprocess.
- » Press the “Reprocess”
- » After you reprocess an item, the minerals will be placed into your hanger.



The Reprocess window will also show what yield you will get from that station, but depending upon the quality of the station and the standings you have against the corporation that owns the station the yield will differ.

You can improve your yield by training some refining specific industry skills and improving your standings towards the station corporation by running missions for them.

**Modules can also be reprocessed into minerals**, so if you don't want to or can not sell the modules you have collected in loot you can reprocess them back into minerals which many players do. This is often done with low end modules as the market for those modules is not active. Just be careful not to reprocess rare and named modules as they will sell for much more than the minerals you will get from reprocess them. To sell named modules, use the Escrow market or advertise them on the Trade channel.

## FITTING

Whenever you buy a new module, such as a turret, a shield, or any other ship module, this is where you go to install it. Installation of modules is simple, but selecting the right modules can be quite complex as it involves the skills you have.

There are 3 types of slots on your ship: high, med, and low slots. Each module is then designed to fit into one of these slot types. Each ship has a different arrangement of slots and is therefore best suited for different things, and they also





differ in the amount of CPU capacity and power. This is important as each module you want to install have different CPU and power requirements, so you can not fit a battleship gun on a frigate, as it will require more CPU and power than you have available on your frigate.

Skills play an important role in fitting as they affect how much CPU and power each type of module requires. For instance training your engineering and electronic skills will increase the power and CPU capabilities of your ship.

■ As the subject of ship fitting is enormous we have written separate chapters on the subject whom we recommend that you read when ready. There is no one way to fit each ship as it highly depends on skills and personal preference, and CCP is continually balancing the modules to allow users to come up with new and better ship setups.

In simple terms, to install a module simply drag the desired module from your hanger or ship cargo and drop it to the appropriate High, Medium, or Low slot.

You can see what a slot requirement a module has by right clicking on the module and selecting the “Show Info” and then selecting the “Fitting” tab.

Inside the fitting window you can also see other points of interest such as information about your ship, shields, armor and more. The slots available for use at the very beginning are 2 High, 1 Medium, and 1 Low. As you get bigger and better ships you get more slots of each type to play around with.



## FACTORIES

Factories are used by those players that build ships, modules and ammo. The basic ingredient needed for to build something is a blueprint, minerals, and a factory. Blueprints are a schematic for manufacturing an Item and will tell you what minerals are required and the factory will take in the blueprint and the minerals and make the item.

On the right side of the factory window, you will find a list of all of the factories present on the station. Currently, on stations which have factories, there are 36 factory slots in total available. Each of the factories will be listed as being in one of the following states: Publicly Available, Rented, Rented to your corporation, or rented to you.



» Publicly available factories are available to rent; you click on the 'Rent Slot' to rent them. The next dialog informs you of how much the rental fee is.

- » Rented factories are ones which have been rented to either individuals other than yourself or corporations other than yours.
- » Factories showing Rented to your corporation's name have been rented for the usage of your corporation.
- » A factory listed as Rented to your character's name are ones rented to you personally.

■ For detailed information about production and factories please refer to Chapter 13

## LABORATORIES

Laboratories are used by players that own Blueprint Originals (BPO). Each BPO has one very important feature that determines its quality: Material Efficiency (ME).

To get a higher ME, players rent Lab Slots and start a new job to research the blueprints mineral efficiency or production time. They then create blueprint copy's (BPC) within the laboratories, and sell those to other players that want to use the factories to build for instance new ships.



So Laboratories are used to research and copy BPO's so they can be sold. You not only require considerable funds to buy BPO (you can also get them from agents) but also extensive skills set, so this is almost exclusively done by experienced players.

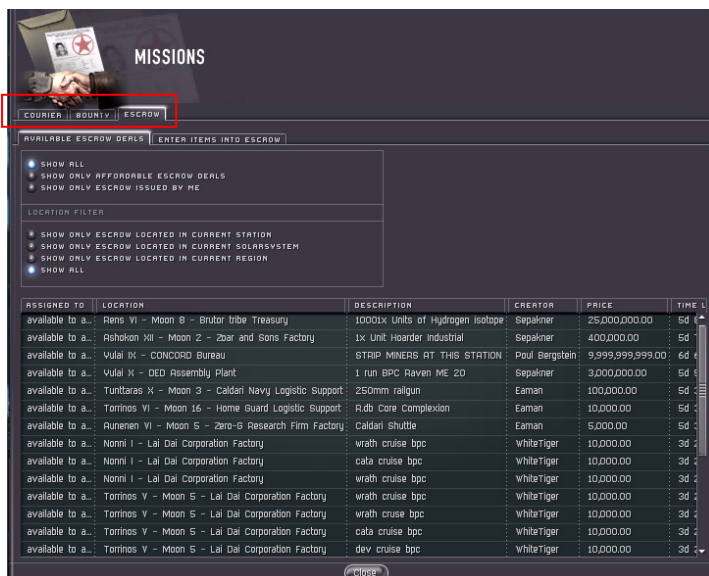
We recommend you read Chapter 0 for more detailed information about this subject.

## MISSIONS

Missions listed in this window are player created missions and should not to be confused with agent missions, which are created by non-player characters (NPC's). There are three types of missions a player can create and/or accept: 1) Courier Missions, 2) Bounty Missions, and 3) Escrow Missions.

### Courier Missions

The concept is quite simple. When you own an item – through a market purchase or any other means – the item shows up in your global assets list. In any station with the Missions service you are able to create a new courier



mission for the transportation of any item(s) in your assets list. You may select where you want it delivered – the item will be dropped off in your personal hangar wherever you choose.

The item(s) you select are combined together and merged into a single item called “plastic wrap.” This item has a volume equal to the sum of the volumes of its contents. This has consequences for would-be couriers with small cargo space – if the package is too large, it cannot fit in the player’s ship and cannot be delivered. Fortunately, missions are listed with the volume of the package to be transported.

As compensation for the time and effort involved in the transportation, successful completion of a mission merits the reward payment set by the mission issuer (MI) at creation. Unlike the market system, courier missions are not limited by region boundaries and can be configured with pickup and drop-off locations in different regions altogether.

■ For more information about Courier missions please refer to Chapter 11

## Bounty Missions

A bounty is a price placed on the head of a player by another player. When destroying a bountied player’s capsule, the bounty will be transferred to your wallet. Remember that you are not allowed to freely attack players in empire unless they have -5.0 or less personal security rating.

■ Be careful, those players that have high bounties on their head have most been playing for a long time and are not easy targets as they have assembled powerful ships, weapons and other important modules to fit their ship with.

You don’t have to do anything to accept a bounty mission. You just have to find the player and pod them to collect the bounty. You will see a list the top 45 bounties under the most wanted tab.

To place a bounty, press the “Place Bounty” tab and type in the name (or part of the name) and then press “Search”. If more than one player has a similar name you will be prompted with a list of players. Select the right player, and then you can enter the amount of the bounty you would like to place, and press “Place”.

## Escrow Missions

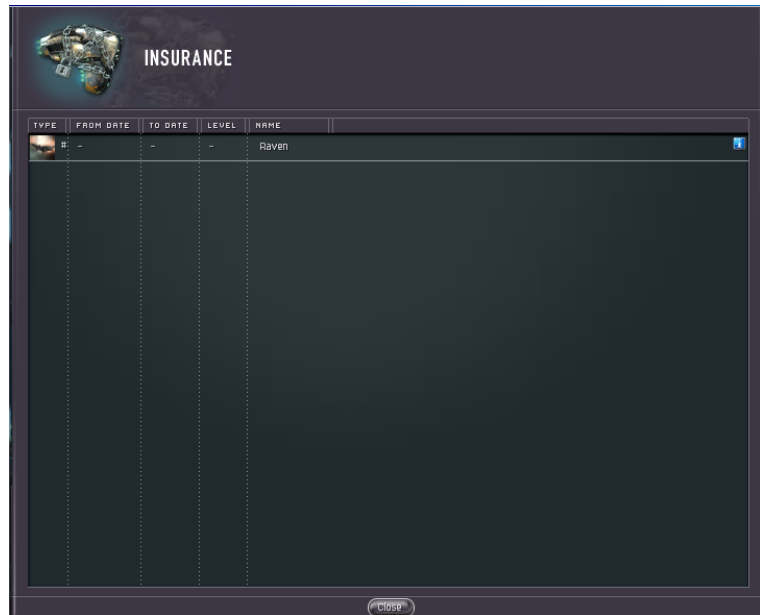
The Escrow serves two main purposes:

- » It’s the gray market in EVE. Here you can find items not available on the regular market and there are no rules governing this market.
- » It’s also a temporary holding place for items, as you can specify what player can accept the Escrow and at what price. So if you wanted to lend a fellow corp member your mining drones, then you could put them onto the Escrow, specify that only that player can accept the Escrow contract, and then put the price at 0 ISK. The other player can then go the station the drones are located at and claim the Escrow for 0 ISK. When done your corp member simply replaces the items into the Escrow and you can then reclaim them the same way.
- » Sorting is done through the top part of the window. Be aware that the Escrow display’s maximum 1000 entries and there might be more items than those listed.
- » It can be a good idea to travel to an area where you believe a certain escrow item will be sold and select “Show only escrow in current solar system” to be sure you are seeing all the available items.

■ For more information about the Escrow market then please refer to chapter 0

## INSURANCE

Death in EVE can be an easy or painful affair depending on the level of insurance you have for your ship and your character clone. If your ship is destroyed, sometimes you still have your character who can limp back home in the escape pod leaving only your ship to be replaced. The player is always guaranteed their starter ship and 40% of the mineral value of the ship. The only way to recover from the loss of good ship is to have good insurance.



**+** Failure to insure your ships is a major loss in ISK if your ship is shot down.

Insurance can help to offset this and to insure your ship you should:

- » Dock in a station that provides insurance services, and press the Insurance button (upper right side).
- » Right mouse click on the ship you want to insure, and Select the level of insurance you want to buy. But they differ in the payout amount in case you loose your ship.

**+** Modules and cargo cannot be insured, and the insurance will expire. Also, if you sell or loan your ship to another player then the insurance contract will be terminated.

## STATION ENTITIES



Besides station services you also have access to entities that “live” or reside in that station. This includes players that are currently docked in station, agents, and corporation offices.

You access these entities by pressing any of the tabs that appear under the station services buttons on the right side.

You can add two tabs to the list there by pressing ESC, selecting the General tab, checking the “Merge Items and Ships into station panel”, and then pressing “Close Window”. This will move the Items and Ships button from the Neocom bar to the station panel. We will cover the three default tabs here as the other have been discussed earlier.

### GUESTS

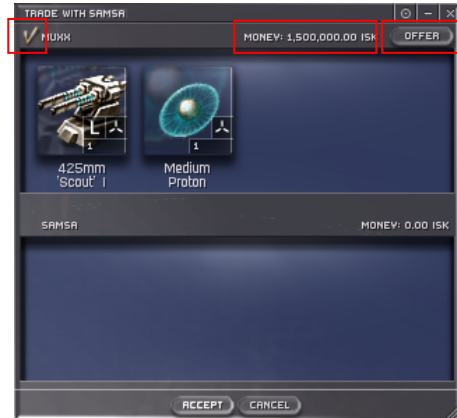
Here you can see what players are currently docked in the station you are in. By right clicking on the guest you can select to Show Info, Communicate, Set Standing, Trade, Add Bounty, Capture Portrait, and access the Gang Options.

As Trading is the most common feature used it will explained in further detail below. The other features should be self explanatory.

## Trading

Trading with another player is very common and especially between two corp. members. To trade:

- » Right click on the player you want to trade with and select trade. This will open up the trading window.
- » If you are holding the item(s) you are trading, drag and drop the item(s) to the upper box.
- » When done entering all the items to trade wait for your trade partner to offer you the agreed amount of ISK. Entering ISK into a trade is done via the offer button and specifying the amount.
- » When you press OK a check mark will appear which the other player will also see, indicating that you have finished adding items and are ready to trade.
- » To accept the trade the other player press “Accept” on their trade window and the items will be transferred.



## AGENTS

One way in which EVE gives a new player a way into the game is via the agent system. The first few missions given to you by an agent, serves as a tutorial of the agent system in game.

To find an agent, travel to your closest space station. There you will have access to the agent menu.

Once you've have docked with the station and the interface has come up go to the right hand station menu (Neocom menu is on the left) and click on the agents tab located eight station services icons. To get in contact with your agent you have to right click on their bar in the agents menu and select the 'talk to' option.

When you first arrive in EVE you are greeted by your start agent at the station located in your current star system. He/She will once selected proceed to give you a series of tutorial missions of low risk. As opposed to missions taken later down the line the tutorial missions for the most part do not have any time limits on them, so you don't have to worry about being rushed around. Though the missions vary a bit in detail they tend to follow the same path. To start with you are given a mission that serves to get you to use the stargates and navigation menus. Following this you get something along the lines of a mission that teaches you how to mine, one that shows you how to use the basic market, and another one that shows you basic combat comprehension and cargo container pickup.

Upon completion of the tutorial missions you will receive and email from another agent in another system that offers to give you even more missions.

■ A detailed Agent Guide can be found in Chapter 0



## OFFICES

If you want to join a specific corporation then you must first find a station that this corporation has an office to represent them, there you can press the "join" button to start the application process. Remember you can only be in one corporation at any given time.

Once you have pressed the button the application pops up and you are given a few options to choose from. This should be considered the first contact negotiations phase as you are telling your potential employer what positions you are interested in. Be sure to send in a message with the application so the corporation can know what you are interested in doing; remember at this time you are applying for a job so you are in effect selling your self to the corporation.

When you have sent in the application it waits in the queue where the personnel manager of the corporation will view it.

Soon you will receive an e-mail that the corporation has either rejected your offer or that they have offered you a contract to sign. If they rejected then the process has ended, however if they were interested then the second step of the application starts.

To view the contract offered by the corporation you follow the same steps as above. Once you have viewed the contract you can either make a counter offer, or you can simply accept the contract with immediate effect, if you make a counter offer then the application will be looped until either you accept or the application process is ended by your or the corporation.



## CONFIGURING THE DISPLAY

- » You can change the display options by pressing ESC when running the game. That will freeze the screen and display the Display Configuration dialog.
- » This will also give you access to general configuration options, audio, shortcuts, and configs.



- » Lastly you can file a petition from here by pressing the Petition button. This will send a message to our support center, which operates 24/7. Please allow some time before getting a response to a petition as sometimes the queue can be 3-4 day's if a problem occurs affecting a large number of users.

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## COMMON QUESTIONS ABOUT THE INTERFACE

### Can I make my text bigger in the game?

There are two options that affect text size. For chat windows, you may select one or the other of the "aA" buttons. This toggles the size of text in that chat window only. The second option can be found in the options display shown by hitting the "escape" key. On the "generic" tab of that window, you can choose between 10 pixels or 12 pixels for "context menu font size". This adjusts the size of text displayed in the context-sensitive (right click) menus. Neither of these options affects text in information windows, or icon title text size.

### When in EVE chat channels why do some people have colored text?

Colored text chat is representatives of EVE. This signifies they are officially affiliated with EVE and its support.

- » **Teal** = ISD (Polaris) member - Volunteer support staff.
- » **Green and Yellow** = ISD (Polaris) Team Captains/Vice Admirals - Volunteer support staff.
- » **Red** = Game Master / Senior GM
- » **Blue** = CCP employee

### What are the basics of using the "Star map"?

The star map is for viewing the game universe. It allows you to examine the current state of the universe in various ways, and to find specific places and set a course for your autopilot. The most useful views are selected from the "world map control panel" in the "display settings" tab and the "stars" sub-tab.

There you will find a variety of ways to color the map. Examples are: security status, "ships destroyed in the last hour", and even where stations facilities are located. These views can be essential in keeping your character safe and spotting lucrative opportunities while playing EVE.

The star map has search features and can pinpoint a location for you quickly and allow easy bookmarking and autopilot waypoint management. On the "waypoints" tab, you can see the waypoints you have set, the systems visited along the way, as well as be able to alter the order of the waypoints visited. It also will display your "waypoints and route" if you have one set. Spend a little time playing with the map and you will see it is rich with features to help you get the most out of EVE.

- if you do not see the "world map control panel" when viewing the map, right click and select "search...", "display settings...", "autopilot settings..." or "waypoints..."

### How do I give a player money / ISK?

This can be done any where you can right-click on a player's portrait: in the list of people in a chat channel, in the "guests" tab in a station, in your "addressbook" under People & Places, or in the search results for the character's name in the People & Places window. When you right click on the player's portrait, select "communicate" from the menu, then select "give money". You are prompted for the amount to transfer. When you click "ok", the money is transferred immediately.

### How do I start a conversation or send in game email to another player?

Similarly to the above question, you first must access the player's portrait. Once you have accessed his portrait, right click it and choose "communicate", then "start conversation" to begin a private conversation, or "send message" if you would like to send an eve-mail.

## **How do I find out how to use the chat commands for EVE chat channels?**

The complete list of chat commands can be displayed in game by entering `/chthelp` in any chat window. This will display a complete list and instructions on how to use all the available chat commands in EVE.

## **How do I split up "stacked" items?**

Select the stack of items you would like to split. Then hold down the shift key and drag the stack to the location you'd like to put some of the stack. When you drop items (releasing the shift key) you will be prompted for the number of items from the stack to drop.

## **What keys clear the screen of all windows/HUD for screen shots and clear viewing?**

CTRL-F9 will clear the screen of all HUD/windows for a clear "sight seeing" view or screen shots. To display the HUD/windows again use CTRL-F9 a second time.

## **How do I anchor and use a secure container?**

To anchor or deploy a secure container you must have purchased and trained the "anchoring" skill to at least Level 1. This skill is found under the "corporation management" skills in the market. Once you have the skill and have purchased a container, fly out to where you wish to anchor it. When ready, right click the container and select "deploy container". At this time your container will appear in space and still need to be anchored. Right click the container and select "anchor". Anchoring takes approximately 1 minute. Once anchored you may then set a password on the container and name it with the options on the right click menu on the container itself. The password is required to gain access to the contents of the container. Once you've entered the password when accessing its contents, you will not have to enter it again unless you dock, jump, or log off. In order to verify your password works, you will need to jump to another system (and come back), dock (and undock) or log off. The next time you attempt to access the anchored container it will ask you for it again. Unanchoring a container also resets the password. Thus if you move the container remember to reset the password each and every time you unanchor it. Higher levels of anchoring allow anchoring of other deployable's.



## BASIC MINING GUIDE

Congratulations, you are now the proud owner/pilot of a new player ship of your race's preference. This ship has been equipped with a civilian-class weapon (varying by vessel and skill), as well as a basic mining laser. While you have also been provided a basic tutorial by your local insurance company and assigned agent, this guide has been provided as a supplement and aid for helping you decide your future.



As you have probably seen already, this part of the galaxy does not provide many 'free lunches'. Ship owners are expected to provide a service or commodity of some kind in order to earn ISK, and often this will require ISK before you can provide many services. The exception to this is running simple courier missions for other ship owners, running simple locate-and-destroy agent missions, and mining. This guide will assume you will take up mining, however, please keep in mind that you are not limited to always being a miner, and many other career paths are open to you in this universe.

## INITIAL MINING CHECK

Initially, you will need to mine low-grade asteroids. The return is a bit lower than you may expect for a path to fortune and fame, however, eventually, you will be able to move on to greater value asteroids. For now, however, you will be stuck mining 'common' ores. With a New player Ship and mining laser, you are not equipped well enough yet to go after anything worth big money, as they tend to be in systems where pirates roam. Pirates can (and will) turn your nice new player ship into scrap if given the chance.

The asteroid ore that you initially should look for is called "Scordite". It is one of the common asteroids. It is usually present in 1.0 and below systems, so that should help you, however, the caveat is many other pilots before you have probably searched it out and you may not find it in the system you started in. Before you launch out of the station, you need to check your equipment and money.

Running those tutorial missions should have left you with a small amount of ISK, hopefully around 10,000 ISK, if not more. If you didn't get at least this much from your tutorial missions, you may wish to partake in the 5,000 missions the tutorial agent will then offer (involves destroying 10 training drones at the training area in the starter system, and retrieving the certificates they then drop, don't worry too much about damage, as repairs to your ship are free for now). Remember to warp back to the station if you run out of shield and/or armor. Using this money, you will want to buy a Miner 1 from the market (if it is not available at the starter station, gradually increase your market search range until there is one available).

If you were lucky enough to also start with the "Electronics" skill (located under the skill set by the same name), you may also wish to pick up a survey scanner as well as the survey skill.

Load your new equipment by going to refit service and removing the basic miner from the ship. Replace it with your new Miner 1. If you also purchased a survey scanner, load it up in one of the slots labeled "--" (for mid point) (if you get a message telling you that you can not mount the survey scanner due to lack of the electronics skill, that means you bought one despite not having the skill). Once you are equipped, check the repair service, to ensure sure your ship is repaired and then feel free to leave the station.

## MAP USE

A suitable system for launching your new mining career should meet the following criteria:

- » Be 1.0 to 0.8 security.
- » Has less than 30 other pilots in it.
- » Is nearby (less than 5 gate jumps away).
- » Has at least 1 station that offers both refining and market services.

Finding such a system is actually very easy. Open up your ship's navigational maps (the icon on the left that looks like a few white dots connected with lines). This will trigger a query to CONCORD for the most recent star maps, and then display them with your current location. There will also be a new window open that has two tabs: "Search" and "Display Settings". Select the "Display Settings" tab.

With the display settings tab open, it is time to make a few changes. First go to the "Labels" tab, and dim all options except for "Solar Systems". Next go to the "Stars" tab. Go to "Animation", and make sure both options are not selected. Now select "Security Status" under "Color stars by". This will show the security level of the systems around you (if you can not see any systems around you, you may need to zoom out).

The systems you will want will be near your own (either be connected to it by a line, or connected through up to 2 other systems (connected by lines) and will have a white dot, signifying high security.

Once you have found a viable candidate, remember where it is, and then hit "Number of Pilots in Space" under "Statistics:" This will require CONCORD for the location of pilots throughout the known galaxy and update it on your display. Hopefully, the dot that you had your eye on did not swell too much, but if it did, hover the cursor over it to see exactly how many players are in the system. Any more than 15 may lead to crowding, and there are plenty of systems so don't give up if the one you chose is also very busy or crowded. If finding a system nearby (or even seeing a system at all) is a problem, you may want to flatten the map (via the button labeled "Flatten"), or try zooming out some.

Once you've found a system, right-click on it and select "Set as Destination". You can now close the map. After closing it, select the big yellow "Autopilot" button and watch the stars go by.

## FLYING TO AN ASTEROID BELT

- » Right mouse click on the space view after you have exited the station.
- » Select Asteroid Belts.
- » Select any of the asteroid belts listed.
- » Select Warp To and the distance from the asteroid belt you want to stop at.
- » The distance depends on what security level space you are in and how well equipped your ship is, but don't forget that there might be NPC pirates patrolling the asteroid belt and if you warp too close to

them they might destroy your ship. So select 60 km to begin with and work your way down. No need to take too much risk.

## AT THE ASTEROID BELT

- » After arrival you will see a bunch of asteroids. You can get information about asteroid by right click on it (open context menu) and then clicking on "Show info". Information about selected asteroid will be displayed. Most important (and the only one) information is the available ore.
- » In order to start actual mining you have to be less than 10 km away from the asteroid. Now lock onto the asteroid (right click context menu-> Lock target).
- » Upper bar now will contain one target, the asteroid. At the bottom of locked target, the distance to it will be displayed. If you are too far, right mouse click and select approach.
- » For the purposes of the guide, your choice of asteroid to mine makes no difference. Activate mining laser by left click on the laser icon – which is the item on the right by the number two, currently glowing green to indicate that it is active.
- » The mining laser will be activated and after 10 seconds. If you have 2 mining lasers you can activate both lasers simultaneously. Automatic mining can be started by holding Ctrl and clicking on the mining laser. Process will continue until there is no more space in your cargo hold. You can also deactivate the mining laser by right clicking on mining laser, then choosing "deactivate".
- » Only when asteroid is depleted yield can drop too few ore (corresponding message will be shown). Wondering where the cargo hold is? Context menu on your ship then choose 'Open my cargo'.
- » When your cargo hold is full you should warp back to a station.

## RETURNING TO THE STATION

- » Now we need to dock to the station. You can approach station with the same maneuver as an asteroid, but instead of selecting Warp to select Dock from the context menu. This will make your ship warp to the station and automatically dock.
- » After arrival open your cargo hold of your ship and move the mined ore to your hangar (items) floor.
- » Our next step (if you want to refine the ore) is reprocessing of ore. Note: There is a minimum **amount required for ore processing and differs between ore types**. Therefore you have to repeat asteroid mining few more times, before you achieve the set amount.
- » Now when there is enough ore you can start reprocessing. It can be started from service of space station (upper toolbar in station UI).
- » On the left side of window are listed items that can be refined or recycled. On the right side of window are buttons for actual refining.
- » Finally, you'll have to sell your ore or minerals (if you refined the ore). The best way to do this is to take a look in the market, look up the ore or minerals and see where the buy orders are (or try and quick-sell to see what you get as an offer).

✦ It is usually better to sell the ore unrefined as a new player in the very beginning as your refining skills give you poor yield when refining the ore.



## SETTING BOOKMARKS

This is what separates the advanced miners from the novices. A novice miner will bookmark the position of a good asteroid, and when returning later will spend time approaching it from 15km. An advanced miner will bookmark a position 15km beyond the asteroid in a line from the station that they are basing out of, and thus when warping to '15km to bookmark' will appear right on top of the chosen asteroid and be able to mine immediately.

- » In order to set your bookmarks, first set a bookmark on an asteroid that is roughly in the position that you wish to mine from. Ensure that you don't have any big asteroids between it and the station that you're working out of, since it may interfere with your incoming path.
- » Warp out to the station, and back to within 15km of the bookmark. Set your camera behind your ship on the way in, I find it easier this way. Now double click your speed control (setting you to max velocity), and continue for 30km. Stop your ship and add a bookmark. Label it something sensible - I like to include a short identifier for the system, the belt and the number of interesting asteroids in close proximity to the warp in point.
- » For the first few, you'll want to test them by warping back to the station, then back to the bookmark to check that they are ok. Once you've done half a dozen then you'll be confident in them anyway.
- » You may also wish to set a bookmark 8km beyond the station in a line from the belt. This will allow you to warp to a point where you can dock immediately instead of having to approach the docking perimeter. It is not strictly necessary, very useful.
- » Another quick note here, when belts are in a similar direction from the station, a single station bookmark can work for more than one belt.

## A NEW SHIP

Eventually, you'll work your way to a new ship. How long this will take will vary by race and where you are, since currently a lot of corporations manufacture ships (that is, player corporations, not NPC) that are below the normal cost of the ship. Below is a table of what ship you should look for on the market to upgrade to next.

Race	Ship
Amarr	Tormentor
Caldari	Bantam
Gallente	Imicus
Minmatar	Probe

While most corporations are producing these ships for less than market, always make sure to double check the price (supplies up-to-date median prices) so you don't pay a lot for very little.



## GAINING SKILL AND ADVANCING IN EVE



There is no class-based leveling system in EVE. Instead, there is a very extensive skill system. Players choose from a wide variety of skills. You can train up to five levels in each skill, each with a number of sub-levels. Characters start with skills they selected during character creation and may also buy skill-training kits, which are sold like any other commodity, and are rigged neurally to the character, much like knowledge is gained by the characters in "The Matrix." Skill-training kits vary widely, both in price and availability. Once you learn a skill, you cannot unlearn it – but you don't need to. There is no limit to the number of skills or skill points a single character can attain.

## SKILL ADVANCEMENT

Characters advancement is accomplished through the activation of skill training kits. Once a training kit is utilized, a certain period of time must elapse before training is complete and the skill is functional. The activation time required is measured in real time and training continues regardless of whether or not a player is connected to the game. The training time needed for skills may range from less than an hour to several days, depending on the type and complexity of the skill. You may only train one skill at a time and only on one character at a time per account. Time elapsed during training may be monitored through the character sheet.

You may purchase skill packs through the market either from players or NPC's. The cost and availability will vary, based on the supply and demand of the skill.

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## OBTAINING ALL SKILLS

The likelihood of an EVE character being fully trained in all available skills is virtually zerosmall and not something that could be easily achieved. Advancing a skill, particularly at the higher levels, takes time and new skills are introduced occasionally as the game grows and additional features are introduced. Estimates have indicated that it could take as long as three years for a character to be at the top level of all available skills. By that time, many more skills will have been added.

Though it may seem like gaining skills could be a grueling process, the unique training system in EVE is unheard of in other MMORPGs and contributes greatly to EVE's appeal.

- You don't have to macro in EVE to advance your skills advance your character when you are not logged in.

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## SKILLS AFFECT ON GAME PLAY

Skills have a number of functions in EVE. They dictate the type of ships, weapons and equipment characters can use. Skills can also influence how efficiently characters can use their equipment. Furthermore, skills give the character access to certain advanced or highly specialized options in the game, ranging from skills relating to researching improved weaponry to managing corporations, and factories and so forth.

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## SKILLS AND CHARACTER DEATH

When your ship is destroyed in EVE, you do not immediately die. You are encased in a goo-filled capsule commonly called a "pod" (see the story "The Jovian Wet Grave" for more on this). If this capsule is destroyed before it gets away to the safety of another system or a station, your character dies and your clone is activated. Being shot down in EVE doesn't always result in the death of the character. Though not visible, your character is tucked away inside a goo-filled capsule commonly referred to as a "pod," which is then nestled into the ship. (See the story The Jovian Wet Grave to better understand this concept.)

Most lost battles will result merely in the destruction of a player's ship, leaving him floating in a pod he can pilot back to a station where he has another ship stored. If the player does not have a back-up ship, a standard, no-frills newbie frigate will be given to him by the NPC insurance corporation.

To kill a character, the pod itself must be purposely destroyed once the ship is annihilated. The consequences of destroying a capsule are much more severe than destroying a ship. If a capsule is destroyed and the character killed, or "podded," he will reappear in a cloned replica of himself.

The quality of your clone determines how many skill points you retain when the clone is activated. You start the game with a very basic clone. Wise players keep their clones updated so that in the event that they are pod-killed, they lose no training time. When your clone is activated and you had more skill points than the clone was rated for, you stand to lose a percentage of the 'excess' skill points. This means you would have to train some skills back up to their previous levels, losing precious training time.

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## CHARACTER PATHS

You can split the paths a character selects in two main categories, combat and non-combat. Some of the more popular non-combat activities include: character advancement, exploration, trading, mining, research, manufacturing or numerous other money-making ventures. For more sociable creatures, the in-game chat channels offer an excellent means of engaging others in conversation and making new friends.

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## A GUIDE TO ATTRIBUTES AND SKILLS

### ATTRIBUTES

When you create a character certain attributes are allocated to the character. These attributes in EVE are:

- » Memory
- » Intelligence
- » Perception
- » Willpower
- » Charisma

As you select certain schools and specializations during character creation your attributes are tailored to reflect this. So for example a scientist should have higher Memory and Intelligence. A fighter will tend have higher Willpower and a trader will have higher Charisma

### IMPORTANCE OF ATTRIBUTES

These attributes are the most important factor in training skills. All skills have a primary and secondary attribute. The higher the attribute, the faster any skill using that attribute will train. If you have a high attribute that is the same as the primary attribute of the skill then the skill will train faster.

If you have a weak attribute in the primary attribute of the skill you wish to train learn then the training time will be subsequently longer than it could be. The differences in your attributes can make a SIGNIFICANT difference in the time it takes you to train a skill (especially when training higher skill levels).

To check the primary and secondary attribute requirements of a skill then left click it in skills window (in your character sheet) and select the 'Attributes' tab... If you haven't trained the skill yet then you can use 'show info' on the skill training booklet and it will also show you the primary and secondary attributes. .

### EFFECTS OF ATTRIBUTES

Obviously the attribute setup you get at creation will have a big influence on what skills you can train quickly. As I mentioned before if you have specially created a character specifically for fighting then you should automatically have a reasonably higher Perception and Willpower attributes (which are the primary attributes linked for training to all Gunnery class skills).

This means you will not take as long to learn gunnery skills but it does mean that if you suddenly decide to change career path and move into research, for instance then your attributes will probably not be as appropriate and it will take you much longer to train a skill up.

## IMPROVING ATTRIBUTES

Now you are not stuck with the attributes you get at character creation. It is possible to improve on these by using skills in the Learning skills category. There are six basic learning skills - one for each attribute plus a general learning skill which reduces all learning time by approximately two percent per level.

By training the basic attribute learning skills it is possible to increase your base attribute by up to 5 points each. If you are considering playing the game long term then the “learning” category skills will save you a lots and lots of time - – allowing your character to progress much more quickly.

Many people will generally increase their entire “Learning” category learning/attribute skills to at least level three or level four... As learning training level five skills take a long time to train, it takes a long time for them 'repay' themselves in saved time, longer for the training effort to be repaid in saved time on other skills.

It is probably not worth training them up to level five unless you know for sure that you are going to be doing a lot of training using a particular attributes.

■ If for example you decide to become a fighter and are going to have to train a lot of Gunnery class skills then training Spatial Awareness (perception) and Iron Will (willpower) skills to level five will repay itself very quickly!

## HOW TO TRAIN ATTRIBUTES

Obviously training of learning and attribute skills also takes time. The primary attribute required for the learning class of skills is Memory and the Secondary is Intelligence.

Therefore, if you train the Instant Recall (memory) and Analytical Mind (Intelligence) skills first it will save you time training the others. The Memory and Intelligence attributes play a role in the training of many useful skill classes so you should consider training them up to at least Level three (and preferably level four) as soon as possible.

The following is one suggested training routine for a new character which will help you maximize your learning and attribute skills most quickly. It is based on, and is based on math and calculations not explained here:

- » Instant Recall (Memory) Level 1
- » Analytical Mind (Intelligence) Level 1
- » Learning Level 1
- » Instant Recall (Memory) Level 2
- » Analytical Mind (Intelligence) Level 2
- » Learning Level 2
- » Instant Recall (Memory) Level 3
- » Analytical Mind (Intelligence) Level 3
- » Learning Level 3
- » Instant Recall (Memory) Level 3
- » Analytical Mind (Intelligence) Level 3
- » Learning Level 3
- » Instant Recall (Memory) Level 4
- » Analytical Mind (Intelligence) Level 4
- » Learning Level 4

After you have reached level 4 on Analytical Mind, Intelligence, Instant Recall, Memory, and Learning;

you can then focus on training up your other attribute skills – Spatial Awareness (Perception), Iron Will (Willpower) and Empathy (Charisma) – as is appropriate for your intended career path.

## IMPLANTS

Implants can also raise your base attributes and save you significant training time. A variety of implants are available on the market or through agent missions. They can raise an attribute by 1 (called “Limited” implants), 2 (“Limited – Beta”), 3 (“Basic”) or 4 (“Standard”) points. At the moment it is possible to get basic implants which boost the main attributes by +3 points per attribute or standard implants which add +4. There are five types of implants available covering the 5 main attributes areas:

- » Cybernetic Subprocessor (affects Intelligence)
- » Memory Augmentation (affects Memory)
- » Occular Filter (affects Perception)
- » Neural Boost (affects Willpower)
- » Social Adaptation Chip (affects Charisma)

Using an implant requires some skill in Cybernetics (level 1 for Basic, level 3 for Limited and Limited – Beta, and level 4 for Standard implants). The Cybernetics skill requires Science level 3 before you can begin to train it.

You can only plug in one implant per attribute. Implants are destroyed if you try and remove them from your head...so once you have plugged it in it cannot be taken off and or used by anyone else.

✦ Only buy and use implants you are willing to risk in your travels. When you are pod-killed, your implants are lost and are not covered by any insurance.

## GENERAL TIPS

- » Try and maximize your attributes in any areas where you will be doing lots of training. For example Navigation skills all have Intelligence as their primary attribute - so if you are about to embark on training all your Navigation skills to level 4/5four or five then boosting your Intelligence attribute will save you substantial amounts of time...
- » Please bear in mind that training the entire “Learning” category attributes skills does take time. So in the short term it can put you behind other players who train more immediately practical skills. However, it is my view that investing the time to in train “Learning” category skills early will pay off in the medium and long term. In the short run people starting at the same time may be able to out fly and out shoot you until you recoup the time.
- » Skills also have ranks. This is shown as a number in parentheses after the skill name in your character sheet, and is shown as an attribute in the information about a skill. A rank two skill will take twice as long to train as a rank one skill. A rank five skills will take five times as long as a rank one skill. Most of the basic skills in the game are rank one but there are higher rank skills (such as Drones Interfacing) that are rank five. If you have bad low attributes a skill such as this can take over a few weeks days to train from Level four to Level five – whereas raising the right attributes (through implants or attribute-specific skills) can knock days off this time.
- » If you go to the skills tab screen of your character information sheet (on your character sheet - top left button on the left hand menu) you can see your total skills point total is in the top upper left. You can start training a skill by right clicking a particular skill and selecting 'Start Training Train to level...' you should also see a time it will take for that skill to train to the next level. To train skills you do not already have you need to purchase the skill' book training kits. You can buy these kits for many skills



in the 'starter' stations your character started in. You need to open the market station service. Initially set the "market range" to "This station only", or you will need to travel to pick up the skill. Select the Browse tab and select "Items", then "Skills", screen (make sure it is set to 'This Station Only') and then you should see a 'skills' section. You can also obtain some of the new higher level rank research skills from agents.

■ **STAR notes:** sometimes unscrupulous trading players will buy the entire supply of basic skill training kits in a starting station and resell them at an unfair price. If you feel that the purchase price for a skill seems excessively high, try expanding the "market range" to 'constellation' or 'region'. You will often find better prices at nearby systems. The downside, of course, is that you must travel to that system to pick up any purchases.

» You should aim to have a skill in training at all times. If a skill is due to complete in two hours and you know you are going to be away for 14 hours then, before you go, switch to training a skill that will take longer than you will be away the training to another longer skill. (You do not lose skill points if you stop training a skill, or switch to training another skill. The next time you start training that skill again, you'll begin right where you left off. Do not cancel the training but simply start something else). Then when you get back home switch back to finish the original skill.

## SKILL GROUPS AND ATTRIBUTES

Here is a list of the skill groups and their associated Attributes:

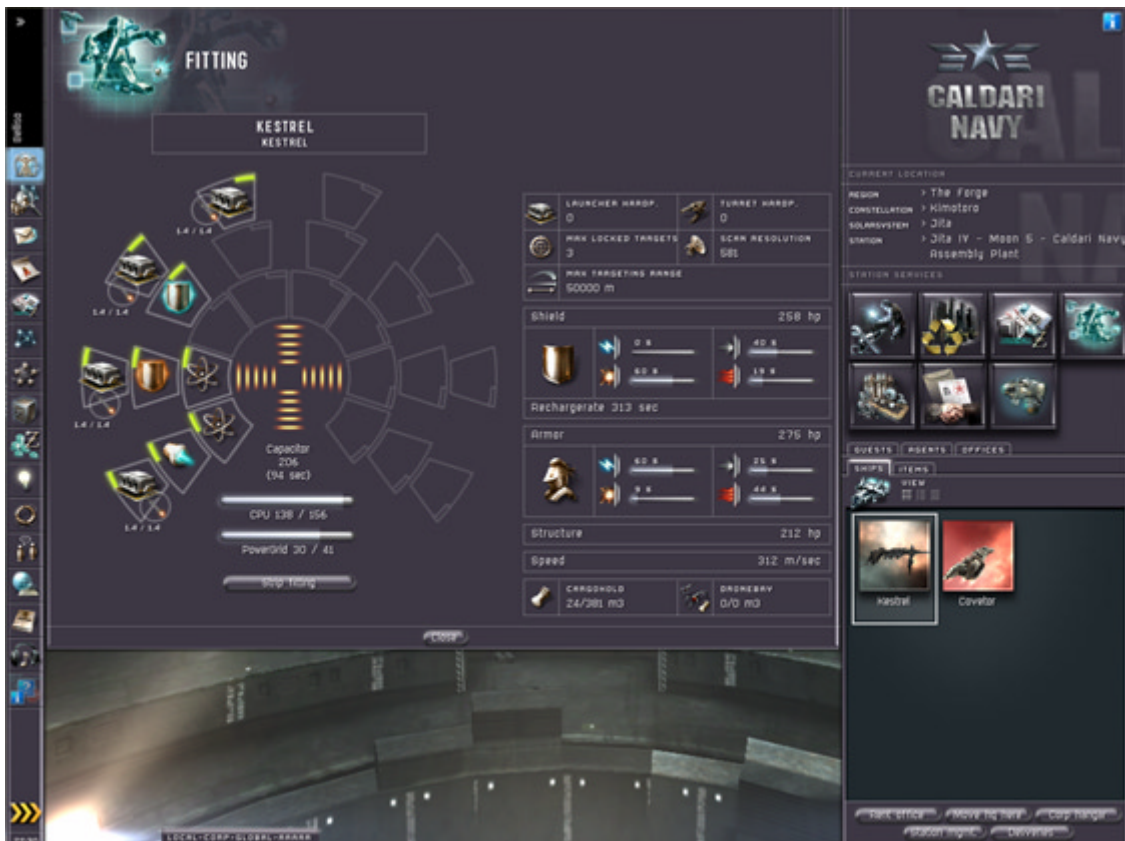
Group	Attributes
Corporation Management	Memory, Charisma
Drones	Memory, Perception
Electronics	Intelligence, Memory
Engineering	Intelligence, Memory
Gunnery	Perception, Willpower
Industry	Memory, Intelligence
Leadership	Willpower, Charisma
Learning	Memory, Intelligence
Mechanic	Intelligence, Memory
Missiles	Perception, Willpower
Navigation	Intelligence, Perception
Science	Intelligence, Memory
Social	Charisma, Intelligence
Spaceship Command	Perception, Willpower (for most skills) Willpower, Perception (for elite ship skills)
Trade	Willpower, Charisma (for basic skills) Charisma, Memory (for more advanced skills)

## ATTRIBUTES AND SKILLS

- » Memory is the primary attribute for: Drone skills, as well as Industry, Corporate Management and Learning skills – so they are very important. They are an absolute must for miner, production career paths, and scientific types. Given its impact on Corporation Management skills, it is also important for characters involved in the management of player corporations.
- » Intelligence is the primary attribute for: Electronics, Engineering, Mechanic, Navigation & Science skills- It is an absolute must crucial for those who want to squeeze the absolute best performance from their ships and equipment as well as those who wish to pursue a research career path.
- » Willpower is the primary attribute for Leadership skills and elite Spaceship Command skills as well as some Trade skills. It also is secondary to most combat skills (Gunnery and Missile skills). Therefore, it's a very important skill for commanders and 'hard-core' combat careers. : 'SOME' Gunnery + Leadership & Trade - hardcore specialist fighters only. It is a fairly devalued attribute since the recent patch. Maybe this will change again.
- » Perception is the primary attribute for: most Spaceship Command skills as well as all Missile and Gunnery skills, and is secondary for Drone and Navigation skills.& Missiles & some important Gunnery skills Perception is therefore the most important attribute for combat-oriented characters. However, other character types should also consider perception important. Spaceship Command skills tend to be high rank (taking longer to learn) and are also must- have skills for pretty much all types of characters (especially if you want the option to fly many different classes of ships). Perception is also the secondary skill for Drones, Gunnery, and Navigation so it is well worth spending time training 'spatial awareness'.
- » Charisma is the primary attribute for Social skills and most Trade skills. The Social skills are vital to dedicated agent mission runners, and to improve standings for such things as refine percentages. Trade skills are more important to those who play on the market as anything more than a casual purchaser/seller. It is of limited use to combat- or production-oriented characters, and may be a good choice to leave at its original level unless you are a trader or mission-runner.: Social - These skills (Social, Connections, Negotiations and Fast Talk) are all important to dedicated agent runners but unless you intend to train them all to Level 5 I think it would be a waste to sacrifice Intelligence/Memory/Perception attribute points for the time saved by having a high Charisma.
- » Overall, the most important attributes are generally regarded to be Intelligence and Perception due to their pervasiveness in ship support skills that are useful to most character types. Memory is important early on for learning category skills, but does not need to be a development focus for all character types. Willpower and Charisma are more important to specific types of characters and other types may safely develop other attributes instead.



## INTRODUCTION



So, you got that nifty little starter ship and you're itching to slap a bunch of weapons on it. Or maybe you want to put in some shielding or a new kind of sensor. Or maybe you're a miner and you want to add every kind of mining tool available. Well you better sit down and take a chill pill, because EVE is not that kind of game. Outfitting a ship, ANY ship, requires some combination of money, skill, planning and personal taste. So ship fitting is somewhat of an art and players have come up with some ingenious way's to get the most out of there ships and surprise their enemies.

This guide will not go into the millions of permutations of ships and ship equipment in this guide. You'll figure those out as you play EVE, and you will find detailed discussions about each ship setup in the EVE Forums and on the many EVE fan sites.

Instead, this guide will introduce you to all the basics so you can start planning how you can outfit your ship and what you will have to do when you get your new ship. Speaking of ships, let's start there.

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## THE RIGHT SHIP AND THE RIGHT CHARACTER FOR THE JOB

First thing you need to ask yourself is: what kind of job will I be focusing on?

Before talking about outfitting your ship we need to talk about your skills and how to create your character. To properly choose and outfit a ship, you must know what kind of work your character will be focusing on in that ship. There is no single ship that is perfect for every kind of work and it can be a very good idea to specialize. It's true that you can improve and add to your skill set and eventually you can fly several kinds of ships and do several kinds of work, but that takes time and money.

When you start out, you'll focus on these primary activities: mining/trading or hunting/guarding. If you have friends to help you, you might start with other kinds of work such as manufacturing, but this requires raw materials and ISK. Through mining and fighting, you can make enough money to improve your ship and build your skill set. You can do this alone or with other players, but you really should focus on one or the other in the beginning.

### MINING

Not the most glamorous work, but everybody seems to do some eventually. It does take time, but many users don't realize that mining gives a true feeling of value, as you will remember all the time you spent mining for that new ship. This in turn forces players to act more thoughtfully in their actions. If you get into mining the rare ores found in deep space, you can earn a lot of ISK and it's never dull as you stand the chance of getting to "know" NPC's in Battleships and Interceptors.

- » Starting miners should focus on getting the largest cargo hold they can.
- » Preferably 2 or more Hi Slots Turrets, but mining lasers go into turret slots. Even though your ship has 3 hi slots, it might only have 1 turret slot and 2 launcher slots, which means you can only fit one mining laser and 2 missile launchers.
- » SUGGESTED MINER SKILLS: Mining, Industry, Refining, Drones, Mining Drone Operation, Refinery Management, Metallurgy, Electronics, Survey
- » Other skills can be bought that will improve your speed, agility, and so forth.

### HUNTING/GUARDING

Weapons and defenses are the key to the success of a fighting career. For this kind of work you'll want to focus on getting a ship with a lot of slots and good combat related bonuses so you can mount several weapons, add to your defenses, and maybe even some countermeasure devices to confuse or disable your enemies. Ships that belong to the four different races are also modified for different fighting styles, requiring players to learn different skills and buy different modules that suit their ship.

- » SUGGESTED SKILLS FOR AMARR SHIPS: Small Energy Turret, Gunnery, Repair Systems, Controlled Burst, Gunnery, Energy Management, Energy Systems Operation, Mechanic, Motion Prediction, Sharpshooter, Rapid Firing, Long Range Targeting
- » SUGGESTED SKILLS FOR CALDARI SHIPS: Missile Launcher Operation, Small Hybrid Turret, Standard Missiles, Rockets, Gunnery, Shield Operation, Shield Management, Long Range Targeting, Sharpshooter, Motion Prediction, Rapid Firing, Controlled Burst
- » SUGGESTED SKILLS FOR GALLENTE SHIPS: Small Hybrid Turret, Gunnery, Drones, Scout Drone Operation, Repair Systems, Mechanic, Controlled Burst, Sharpshooter, Motion Prediction, Long Range Targeting, Rapid Firing

- » SUGGESTED SKILLS FOR MINMATAR SHIPS: Small Projectile Turret, Gunnery, Motion Prediction, Rapid Firing, Sharpshooter, Shield Operation, Shield Management, Missile Launcher Operation, Standard Missiles, Rockets, Long Range Targeting

## SELECTING SKILLS

Once you decide what kind of work you want to do, you can create a character with the right kind of skills to support that work. When you create your character, you will get a set of skills that is derived from the choices you make (race, school, etc.). If you make choices that include the same skill more than once, you will start the game with that skill trained to that many levels. For example, if you make choices that give you Engineering 3 times, your character will start the game with his Engineering skill at level 3. You will have to buy any skills that you don't get in your basic skill set.

Some people prefer to create a character with fewer skills at higher levels. Other people prefer to create a character with more skills at lower levels. You must choose for yourself, but whatever you do, make sure the skills you start with are right for the kind of work you want to do.

## THE ROLE OF RACE

Each race is capable of doing any kind of work, but the ships for each race are quite different. While every race has ships for every kind of work, some races have better ships for mining while others have better ships for fighting. You should check out the Ships database on sites like [www.eve-i.com](http://www.eve-i.com) site to see all the options, but here are some basic rules of thumb: Miners often choose Gallente or Amarr and Fighters often choose to be Caldari or Minmatar. But this is a universal truth as ships are constantly being developed and the capabilities can easily change. The races also have different styles for combat activities and might not suit all players, Minmatar Ships for example are very versatile and most of their ships can control drones, fire missiles, shoot with their turrets and choose between armor defense or shield defense modes, but for a pilot to operate the most versatile ships requires a lot of fast work when they are in a combat situation. These benefits also suit the solo pilot much better than the group based pilots, the strong and sturdy Amarr ships have been favored much more in bigger scale fleet combat activities, simply because they can take more beating before going down and do not need as much attention for the individuals, making them able to give more attention to the fleet commander. So again, it's what kind of activity you want to focus on that matter.

## FRIGATES

Picking the right ship can be confusing if you try to sort through all the ships that are available for sale. To make it a little easier, we will focus on the Frigate. You start the game with a small frigate. With this starter frigate you should be able to do some basic mining, trading, and even a little bit of fighting. But you will be weak and slow, so here are a couple of tips:

- » Your first purchase should be a Cargo Expander. This will let you carry more items in your cargo whether it's ore, trade goods, or loot. You will need the Mechanic skill to install it.
- » If you plan on mining, your next purchase should be a Miner I mining laser. This will replace your starter tool and allow you to mine faster.
- » Start planning and saving for your next ship.

There are many other frigates and you will probably buy one of them before you graduate to Cruisers, Industrials, or Battleships. The Frigate class of ships includes a lot of variety. There are frigates for fighting and frigates for hauling; there are fast frigates and slow frigates; some frigates require more skill than others. In short, there is a frigate that would be good for nearly every type of work you might want to do. So how do you choose? Well, first you need to understand the nomenclature of EVE ships.

# HI-SLOTS, HARDPOINTS, TURRETS AND LAUNCHERS

When you look at the description of any EVE ship, you will see a lot of stats. CPU, Power, Armor, Shield, Structure, Drone Bay, Cargo Bay, Hi Slots, Medium Slots, Low Slots and so on. While all of these will eventually play a role in outfitting your ship, the really important ones for the beginner are Cargo and Hi Slots.

Cargo is simple: It's the size of your cargo hold (aka capacity) which dictates how much you can carry.

Hi Slots are a little more complicated. Hi Slots are the high powered slots where you can install mining lasers or weapons. But there are limits to what kind of weapons, and how many, you can install. To see those limits, you need to look at the "hardpoints," otherwise known as the Turret and Launcher numbers. The turret number tells you the maximum number of turret type devices you can install in the Hi Slots. The launcher number tells you the maximum number of missile launchers you can install in the Hi Slots.

Let's look at some examples.

## EXAMPLE 2: INQUISITOR FRIGATE

- » Hi Slots = 3
- » Turrets = 1
- » Launchers = 3

This still makes sense. I can use any three missile launchers within my skill, CPU, and power limits. But I can also choose to use one mining laser or a turret type device in one of these slots.

## EXAMPLE 3: BELLICOSE CRUISER

- » Hi Slots = 5
- » Turrets = 3
- » Launchers = 3

This ship has 5 Hi Slots and you can install a maximum of 5 devices, but you are limited to 3 missile launchers and 3 turrets. That means you can fill all the slots with a mixture of turret devices and missile launchers. There are other items that use high slots like smartbombs and capacitor drainers. These modules, however, can use all types of hi slots are no limited with turret - or missile launcher slots.





## TURRET TYPES

Turrets come in three groups: **Projectile, Hybrid and Energy**. These groups than are split into two sub groups with one focused on short range combat and the other on long range. You have probably noticed that 2 of the races (Caldari and Gallente) specialize in Hybrid weapons, while the Amarr specialize in Energy and the Minmatar specialize in Projectiles. You can learn the skills for any type of turret weapon, but the race ships are most often better at using the racial based weaponry as most of the ships give bonuses to them.

### Projectile

Projectile weapons generally deal the least damage over time; they are best used against armor because most of the ammunition available for projectiles deals kinetic or explosive damage. Their benefit is that they do not require any capacitor; pilots can with projectiles damage their target even though they have put themselves into defensive mode. The long range projectiles (Artilleries) can deal the biggest damage per hit but shoot very slowly and need reloading quite often, when their target is to close it will almost be impossible to hit because the size of these turrets can not track well enough with targets to close. The short range projectiles (Auto-Cannons) deal the least damage per hit of all turrets but fire very rapidly, they like the long range projectile weapons also need reloading quite often.

### Hybrid

Hybrid weapons have a good over all balance between damage and requirements and are both good against shields and armor. The long range hybrid weapons (Railguns) have the longest optimal range and deal good damage, fire fairly fast but can have problems with hitting targets that are to close. The short range hybrid weapons (Blasters) have the shortest range of all turrets but can deal incredible damage if the target is within the optimal range.

### Energy

Laser weapons are very high damaging weapons that require the most capacitor, making them in some situations difficult to use with other energy consuming modules. The biggest benefit of lasers is the high shield damage they deal and also that they do not use ammunition so they do not have to worry about reloading the turrets and creates empty space in the cargo bay for other items. The long range laser weapons (Beam Lasers) have good range and deal very good damage and are also semi-usable in closer ranges. The short range laser weapons (Pulse Lasers) do not operate as well in closest ranges like close range hybrid and projectile weapons but have better range and can hit well in the medium ranges.

✚ Try this to see a lot of items that you may not normally see. Open the Advanced Market window. Set the range to Region. Turn off the option that says "Show active items only" (or something like that). Now you can see all the items listed in your region, even if there are none available for sale. Do this a few times in different regions and you start to see what's common and what's rare across regions.

## LAUNCHER TYPES

Launchers come in six flavors, separated into two for each ship class. All launchers can fire one type of missile that damages their target and also defender missiles which chase incoming missiles from enemies and try to destroy them. Some launchers can also have missile variants that do not require a target lock. Missiles generally always deal the same amount of damage and can reach distances that turrets can not, but the downside of missiles is that they are also often quite expensive and some missile types might not be able to catch targets moving faster than the missiles. For instance an Interceptor

Frigate can travel faster than Cruise Missile, so if you fire off a missile onto an Interceptor then they will simply outrun the missile until its flight time is over.

#### **Frigate Launchers**

- » Rocket Launcher – fires very low damaging rockets at extremely high speed but has very low range.
- » Standard Launcher – fires low damaging light missiles at high speed but can reach moderate range.

#### **Cruiser Launchers**

- » Assault Launcher – fires low damaging light missiles at very high speed than standard launcher.
- » Heavy Launcher – fires moderate damaging heavy missiles at moderate speed but can reach long ranges.

#### **Battleship Launchers**

- » Cruise Launcher – fires high damage cruise missiles at very slow speed but can reach extremely long range.
- » Siege Launcher – can fire cruise missiles but at faster speed and can also fire sluggish and extremely high damaging torpedoes.

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## **MID-SLOTS AND LO-SLOTS – WHERE DO YOU WANT TO GO TODAY?**

There are so many options for outfitting the Mid and Lo slots that it is impossible to cover everything. Just remember this: For every need, there is at least one device. There are scanners, armor plates, repair devices, shield boosters, shield extenders, power boosters, CPU boosters, all kinds of hull modifications, countermeasure devices, sensor arrays, sensor scramblers, targeting disruptors, and so much more.

But like the Hi Slots, these slots are limited by Skills, Power, Capacitor, and CPU (capacitor does not limit the installation of modules; it's only used when activating them). You can put any Mid device in any Mid Slot and any Lo device in any Lo Slot, as long as you have the necessary skills and your ship is able to support the device.

Only the largest ships will have enough slots, CPU, and power to allow you to use one device from every family. And it looks as though no ship, no matter how large, will ever have enough to allow you to use one of everything. Therefore ensuring that one player can never completely dominate the battlefield.

That said, I recommend that you look at what you want to do and do some "window shopping" for the kinds of devices that will help you. This would include weapons, but we're talking about the MED and LO slots here. Of course, as soon as you find the kind of devices you think you'll want, you should check the skill, CPU, and Power requirements for those devices and start saving for the skills, the devices, and a new ship if you need one. I recommend that you buy the skills first and then start training them while you save money for the devices and the ship.

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## **BUILDING YOUR FUTURE THROUGH SKILLS**

This game is won or lost by the right skill set. If you want to avoid some costly mistakes, you will take some time and read through all those little info windows. You'll decide what you want to do so you can choose the best race and the best skills, so you can fly the best ship for the job. And while you are working for the money it takes to buy your next ship or device take that time to research your options.

## FIGHTER SETUP EXAMPLE: MINMATAR SLASHER

1 low slot, 2 med slots, 3 hi slots (1 as a launcher)

- » Hi Slot 1: 200mm AutoCannon I (Phased Plasma S)
- » Hi Slot 2: 200mm AutoCannon I (Phased Plasma S)
- » Hi Slot 3: Rocket Launcher I (Thorn Rocket I)
- » Med Slot 1: Small Shield Booster I
- » Med Slot 2: Afterburner I
- » Low Slot 1: Gyrostabilizer I

## REQUIRED SKILLS

- » Minmatar Frigate Rank 2
- » Small Projectile Turret Rank 1
- » Missile Launcher Operation Rank 1
- » Rockets Rank 1
- » Shield Operation Rank 1
- » Navigation Rank 1
- » Afterburners Rank 1
- » Weapon Upgrades Rank 1
- » Gunnery Rank 2

You need to balance the time needed to make the cash against the time needed to train the skills and buy the hardware. You should buy the skills you need before you need them so that the day you finish training your last skill level, you can go buy your shiny new ship and load it up with the best toys money can buy.

## HERE'S THE BASIC PROCESS:

- » Identify what you want to do
- » Identify the hardware you need to do it.
- » Identify the skills required to install and use the hardware.
- » Buy and train skills until you have all the skills you need.
- » When you have the last skill you need, start saving for the hardware.
- » Keep training your skills while you save for the hardware.



## DO YOU HAVE WHAT IT TAKES?



Making a good balanced combat character is probably the hardest character type in the game. It requires so many different skill trees that it will take a long time to put an accomplished one together. In this guide I will discuss the creation of the basis for a long-term combat character. A good combat character will have Skills in most of the following areas:

- » Electronics: necessary for scramblers, disruptors and CPU increase and CPU use savings
- » Engineering: necessary for shields, capacitor and power increase
- » Navigation: necessary for speed and agility
- » Gunnery: necessary for turrets
- » Missiles: necessary for missiles and launchers
- » Drones: necessary for combat drones
- » Ship Command: necessary for being able to fly ships
- » Mechanic: necessary for hull upgrades and repair systems
- » Learning: necessary for attribute increases
- » Steady nerves!

A good combat character has four high attributes and so will also be a very good all round character, able to turn his hand to most other professions without much problem. A low charisma score will however always leave the combat character at a disadvantage when it comes to social skills, but who needs good diplomacy when you have your enemy on the receiving end of a Arbalest Siege Launcher!

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## SHORTCUT WITH THE LEARNING SKILLS.

The presumed main skills for combat are Gunnery, Missiles and of course the Ship Command, these require Perception and Willpower. However, Electronics and Engineering are just as important and these require Intelligence and Memory.

It is obvious that the combat pilot needs high scores in four different attributes. Now since skill-training times are directly dependent on attribute scores, this poses us a bit of a problem. The solution is the Learning skill tree as time invested here can reap huge rewards in all your other training times. I would suggest building a character with at least 10-12 Memory to start with, and an even spread between Intelligence, Willpower and Perception and as low Charisma as possible. You can also increase your attributes by installing an implant, but they are very expensive and if you get podded are permanently lost.

Make sure you get your learning skills to level 4 as fast as possible as explained on page 61.

Other important skills for early on are Navigation for extra speed, Afterburners for even more speed through speed boosting modules, Electronics to increase CPU, Engineering to increase the Powercore and Warp Drive Operation to reduce capacitor need for warping. Even a few (2 or 3) levels in each of these can make a big difference to your combat effectiveness. As your combat character grows you can add more skills in Gunnery to suit the weapons you would like to use, skills in Missiles for the missiles you would like to use and skills in Engineering and Electronics for shield, scramblers and ECM devices.

The Electronics skill tree is geared towards sensor use, scrambler use, reducing CPU need and increasing CPU capacity. A popular Electronics selection is Propulsion Jamming. This requires Electronics level3 and allows the use of Stasis Webifiers that slow down your target. Other popular modules that require Electronics are Warp Scramblers and Target Scramblers.

The Engineering skill tree is geared towards shield, energy management and increasing Power capacity. The benefits to shield and energy through the skills themselves and the modules that you can operate will enable you to have better shield and increase the energy recharge rate which is needed as most module activations require energy and you don't want to get stranded in a combat situation with no energy left when it recharges very slowly.

On the Gunnery skill tree, buy and purchase gunnery skills early and train them. Leave the medium turret skills until you can buy a cruiser and the large turret for when you can buy battleships. Frigates do not operate well if they even manage to fit a medium sized turret to their ship.

Missile Launcher skills can be bought as and when necessary. If you want to launch long range attacks rather than engage in close quarters combat then this is the skill tree for you, but missile combat does not suit all races as well, Amarr and Gallente ships for example do not favor missile combat and their ships do not get as many launcher slots or any bonuses to missile efficiency. On the other hand, some Caldari ships do not have any turret slots and only missile slots.

Weapon selection is a very personal choice and weapon load outs are so varied that everyone will have pet loves and hates. Some might like long range combat and staying out of damage range, while others like the brutal action of the close range combat and focusing on killing the targets before they can activate any combat activities on you.




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## HOW TO DO IT



Many people start out in EVE thinking they have to spend days mining ore to make money. This is not the case. Mining is the easiest and cheapest way to make some cash but there's many other ways.

In this article, you will learn about pirate hunting as a mean of income. This is a much more exciting path and often filled with danger but it's also a lot more fun for players that like more action, but mining in deep space is still a very exciting endeavor as you run the risk of becoming "friends" with a Battleship and Interceptor NPC's.

While the starting ship is no power house of death dealing, with a small investment in some cheap weapons and by using the Civilian Shield Booster you get from doing the tutorial (you did the tutorial right?) it can be more than adequate to kill some low level pirates.

- » At the end of the tutorial and the first set of tutorial agent missions, a new player should have around 15,000 ISK. Take some of this cash and buy a cheap weapon. If your ship can handle the CPU and power costs, get 2 of them.
- » Next buy some good ammunition. Stats can be a bit over whelming at first. Try to get ammo that does a good range of damage but also has a low negative range modifier. Antimatter ammo for instance does more damage than most other ammunitions but it has a -50% modification to range. It doesn't matter how much damage you do if you can't hit a target from a descent range.
- » OK, get the guns and the civilian booster mounted using the in-station, guns loaded and extra ammo in the cargo hold, time to go whack your first pirate.



- » The best place to start out as a new pirate killer is in 0.8 security space. Find a sector with lots of asteroid belts and patrol the belts. Most pirates in 0.8 solar systems are relatively weak and don't travel in groups, but so is your ship – So caution is required just as when hunting a Battleship NPC.
- » Make sure you have the autoscanner open and when you see a pirate right mouse click on the entry on the radar and target lock it. You can also spot them in space as small "+" signs, be sure to I. D. before you lock on to it. This can be done from the radar by double clicking on the entry there or by right mouse clicking on the "+" sign in space. Ensure that you do not lock on to innocent NPC's such as Concord, Navy, or Tradeships.
- » NPC pirates also have their faction in front of their name for better identification, i.e. "Blood" Raider, "Sansha's" Beast, "Angel" Impaler, "Serpentis" Smuggler or "Guristas" Terrorist.
- » With the target identified as a hostile and locked. You can use the "orbit - X km" command to ensure you stay away from the target and shoot at it while orbiting, the X being the optimal range of your weaponry. To do this: right click on the target or the representing autoscanner line.
- » In most cases, especially in the high security systems, players have longer weapon ranges than NPC pirates. If everything goes well, the player should take very few hits and the NPC pirate should explode soon.
- » Loot the cargo container. It may have something you can use, sell or recycle. Congrats on your first kill and your first bounty. The lowest level pirates are usually worth 1000 to 1500 ISK. And the loot in it can be up to 2 times more than that.



## INTRODUCTION



The mission system in EVE is quite extensive and some players use that as their primary income, especially the Agent Missions which have received a major boost in EXODUS. There are three types of missions a player can perform:

- » Agent Missions – Agent Missions
- » Research Missions – Agent Missions
- » Courier Missions – Player created missions

Agent missions are the easiest to start and research the most difficult. So for a new player we highly recommend the agent missions over the other three as they not only are the easiest to start but in general offer the greatest payout.

Following are detailed instructions on how to get started with each type of mission, but please note that the agent system is continuously evolving and new missions are frequently added .

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# AGENT MISSIONS

## INTRODUCTION

Running missions for an NPC agent can be very profitable, especially at level 3 and 4. NPC agents and their corporations also provide an optional background for role-playing and have the added advantage of introducing players to all aspects of EVE.

## REQUIREMENTS

Required Skills	Recommended Skills	Equipment
None	Social 4	Ship(s) capable of operating as cargo hauler, fighter and possibly miner.
	Negotiation 4 - requires Social 1	
	Connections 4 - requires Social 3	

## FINDING AN AGENT

The tutorial agent who welcomed you to the world of EVE will introduce you to a second agent once you have completed your tutorial missions. You may use that agent or look for another agent to work with.

All NPC corporations have agents. Level 4 and 5 agents are not available yet as content for them are still being written. Agents working for corporations loyal to the CONCORD or the Jovian Directorate are also unavailable for now. Those corporations include the Inner Circle, the DED, the SCC and CONCORD proper for the CONCORD faction and, in currently accessible space, Genolution, Impro and X-Sense for the Jovian faction. All other agents are available to anyone who meets their standings requirements.

The agents tab in a corporation's info window will show all agents and their availability. Agents unavailable because of their standings requirements will display the required standings when you query their agent info.

More information about corporations can be found in the World of EVE section of the official EVE website at <http://www.eve-online.com/corporations/> (out of game).

Agents are assigned to a corporation's individual divisions. The type of mission an agent can give is in part determined by the agent's corporation and division. All agents give out a mix of combat and courier missions. Agents working for the military (e.g. the Federation Navy), a corporate security service (e.g. Ishukone Watch), or a security division within a corporation (e.g. Internal Security), are more likely to give combat missions. Agents in the R&D division of research companies are research agents. Research agents only give missions to researchers working with them on research projects. We will cover research agents in a separate chapter.

- » Open "People and Places" from the NeoCom bar
- » Set the search type to Corporation
- » Type in "Astral Mining"
- » Click the info icon in the results window
- » Activate the register "Agents"
- » Click on the downward arrow next to the Mining division
- » Click on the info icon for the first agent listed as "Not available to you"
- » Check the standings requirements

More agents will become available to you when you meet their standings requirements. Standing is split

into personal standing (your standing with the agent), corporation standing (your standing with the agent's corporation) and faction standing (your standing with the faction to which the agent's corporation is loyal). Personal and corporation standing are gained by doing missions for an agent and/or corporation, faction standing is gained by doing "Important mission". Personal, corporation and faction standing are also gained by training the Connections skill.

The percentage of standings gain and loss is determined by agent level, mission and agent quality. All agents have a base quality which is modified by your standing and relevant skills to the level of effective quality displayed in the agent info window. Any higher level agent of bad quality is better than a lower level agent of excellent quality, e.g. a level 2 agent of quality -15 gives better standings rewards for completing missions than a level 2 agent of quality +15.

- » Open "People and Places" from the NeoCom bar
- » Set the search type to Corporation
- » Type in the name of a corporation you'd like to work for
- » Click the info icon in the results window
- » Activate the register "Agents"
- » Click on the downward arrow next to the division you'd like to work for
- » Click on the info icon for the last agent listed as "Available to you"
- » Check the agents location against your location in the map
- » If the agent is too far away, check the agent listed above that one or try a different division/corporation
- » Travel to meet your agent

## INTERACTING WITH YOUR AGENT

Your tutorial agent will send an EVE-mail to you during the training. Real agents aren't quite so sociable. When you dock at their station, activate the "Agents" tab in station services, right-click on the agent and select "Communicate/Talk to". The agent will greet you somewhat morosely and then display services as dialogue options.

Regular agents will offer missions provided you meet their standing requirements. Research agents will offer to head your research project. Some agents also offer the Location service and can help you find other players in the same system, constellation, and region or even in the entire world, for a fee.

In this guide, we will only look at Mission services. When you continue the dialogue, the agent will describe the mission to you. Now the mission will appear under "Agent Missions/Offered" in your NeoCom Journal, which you should always keep open during missions. Double-click on the journal entry and you will get a more detailed explanation of the mission, especially your task, the promised reward, the bonus if any and the timeframe for completion to claim the bonus.

All mission offers and missions expire 24 hours after they have been offered or accepted. Expired mission offers count as missions you refused or failed to complete and as such, lead to standing loss.

When you accept the mission, the agent will confirm your reply and expect you to report back when the mission objective has been met. To report completion of a courier mission, you can contact the agent from the destination station. To report completion of a combat mission that does not require retrieval of an item to the agent's home station, you can contact the agent from any station.

Some missions require the deposit of collateral as insurance for the items that your agent entrusts to your care until you have achieved the mission objective. Make sure that you have enough money in your wallet to cover the collateral. When you achieve the mission objective and report back to your agent, they will refund the collateral without interest.

- » Dock at your agent's station
- » Open your Journal from the NeoCom bar
- » Open the "Agent missions" window in the Journal
- » Open the "Agents" window in station services
- » Right-click on your agent and choose "Communicate/Talk to"
- » Ask the agent for a mission
- » Accept or reject the mission
- » Double-click the new Journal entry to read the newly accepted mission and read through the mission description

## MISSION TYPES

Your agent can offer six types of missions: courier, kill, mining, trade, scenario and important missions.

### Courier missions

Require you to ship one or more items from one station to another. If your ship does not have enough free cargo space to hold the item(s), a warning message will appear. You can make as many trips as you need to complete the mission but will lose any time bonus offered if you take too long. Make sure you have a ship suitable for cargo runs and always check the map before accepting the mission to get an idea of how much time you will need to complete the mission.

### Kill missions

Require fighting against one or more enemy ships. Be careful when trying your first level 3 combat missions as your agent may ask you to fight a group of cruisers. Make sure you have the skills and equipment and experience to complete these missions on your own or ask a friend or acquaintance for help. The agent doesn't care who kills the bad guys as long as they are good and dead before you show up again. The agent will give you a bookmark in "People and Places" that will lead you to the coordinates for the hostile encounter. Warp in at a distance to gauge the tactical situation before rushing into battle.

### Mining missions

Require you to deliver a certain amount of ore or minerals to your agent. You may buy the ore or minerals on the market if you don't like mining.

### Trade missions

Require you to shop for a specific item and deliver it to the agent. Trade missions give better standing gains than courier or mining missions and the reward usually makes up for the cost. Shop around and remember there are always another region only a few jumps away.

### Scenario missions

Usually involve retrieval of an item from a drifting cask located in a combat zone. Care is advised when traveling to scenario locations in low-security systems as player pirates may be camping there.

### Important missions

Can be missions of any of the above five types. Important missions are clearly marked as IMPORTANT and will affect your corporation and faction standing. You will lose faction standing with your agent's faction standing enemies and gain faction standing with your agent's allies. Relationships between factions are complicated and you would do well to balance faction standings by doing missions for different factions, unless you have role-playing reasons to prefer one faction over another. Balanced

faction standings are harder and take longer to achieve but ensure that you can travel to more areas of space without running into trouble with local authorities.

■ Important missions are now handled by the storyline agent.

## Storyline missions – NEW

These are new mission types and are quite different than the standard missions you do for your agent. The storyline agent will get a referral from your agent and will contact you via e-mail. You will see the storyline agent under a new section in the agent window called Agent's of Interest.

## Offers – NEW

Your agent might offer you items in exchange for something. The offer will be based on the amount of loyalty points you have earned from the agent. So the more points you have then most likely you will get a better offer. Your agent will e-mail you with the offer and you should then meet with your agent and explore the offer. You should evaluate the offer carefully as it is no guarantee it is good or not, that all depends on what your agent wants in return.

If you accept the offer it will appear in the Journal under "OFFERS".

## MISSION REWARDS

Your agent will reward you for your efforts with money, items, standing, and loyalty points (NEW).

Rewards are random and their amount and quality is determined more by agent level than by quality, although quality does play a part.

Cash is usually part of the reward. The Negotiation skill will increase the amount of cash you receive, but the social skill will help increase your personal standing with the agent, and agent base quality.

If there is a bonus for completing the task within a certain timeframe, you may get more money, commodities, tech I blueprints, equipment, skill books or tech II components on top of the money. All agents may also give implants as rewards.

You also always gain standing - or lose standing if you refuse or fail a mission. Note again that standing gains and losses are calculated as percentages of the difference between current standing and +10 for gains and -10 for losses. You can check how much standing you gained or lost from your character sheet.

- » Check your wallet
- » Check your hangar at the agent's station for bonus rewards
- » Open your character sheet
- » Activate the "Standings" tab
- » Activate the "Liked by" tab
- » Find your agent's corporation in the list
- » Right-click on your agent's corporation listing
- » Choose "Show transactions" to verify your corporation standing gain
- »



## SUGGESTIONS FOR MORE EFFECTIVE AGENT RUNNING

Check corporation info for agents that share a station. You can easily maximize your gains if you run missions for several agents simultaneously.

Get to know the map. Running agent missions is a great way to familiarize yourself with a region. Make the most of that opportunity by running missions for more than one agent at a time. The logistical challenge of simultaneous missions will help a lot in getting to know the area.

Balance your faction standings by running missions for different factions. That way, more agents will be available to you in the long run.

Train skills for running missions in a level 2 cruiser. The Vexor and the Omen are particularly versatile ships that can handle heavy cargo, fast travel and combat equally well if they are properly equipped by a skillful pilot.

## WHEN THINGS GO WRONG

In very rare instances, a mission may not work because your agent forgot to give you a bookmark or the items you require to complete the mission. Before asking for help in the Help channel, please do the following:

- » Ensure that you have accepted the mission, not just read the offered one
- » Make sure you understood the mission
- » Re-read the objective
- » Double-check if you got the locations right
- » Check your hangar once more, right-click in the hangar and Refresh/Content
- » Close People and Places, undock, dock again, re-open People and Places and check for new bookmarks

If none of the above corrects the problem, ask in the Help channel if anyone is aware of problems with specific missions and be sure to point out what you have done to verify the problem is real.

If nobody in the Help channel can help you identify another possible source of error, press F12 and petition a GM for help under the "Agent Mission in Progress" category.

## RESEARCH MISSIONS

This guide was written for new players and will cover most aspects of research in EVE. It comes in two parts: The first part will deal with scientific research while the second part will deal with applied research.

Scientific research involves working with a research agent in an NPC corporation; its goal is to obtain a new tech II blueprint that is not readily available in the market. Applied research is research done on existing blueprints; its goal is to increase productivity in manufacturing based on that blueprint.

## REQUIREMENTS

Required Skills	Recommended Skills	Equipment
<b>For Scientific Research</b> <ul style="list-style-type: none"> <li>- Science 5</li> </ul>	<b>For Scientific Research</b> <ul style="list-style-type: none"> <li>- Science 5</li> <li>- Research Project Management 3</li> </ul>	- None
<b>For Applied Research</b> <ul style="list-style-type: none"> <li>- Science 1</li> <li>- A specific skill at the appropriate level for the chosen field of research and the corresponding secondary skill requirement, i.e. Electronics, Engineering or Mechanic 5</li> <li>- Research facility lab slot at any station</li> </ul>	<b>For Applied Research</b> <ul style="list-style-type: none"> <li>- Science 4</li> <li>- Laboratory Operations 3</li> <li>- Metallurgy 4</li> <li>- A specific skill at level 4 for the chosen field of research and the corresponding secondary skill requirement, i.e. Electronics, Engineering or Mechanic 5</li> <li>- Research facility lab slot at any station</li> </ul>	

## SCIENTIFIC RESEARCH

Research agents are a means of introducing new technology to EVE. Players can now ask an agent who works for the R&D division of a research corporation (research agent) to head a research team and do research for them.

As research continues, the player accumulates research points (RPS) which serve as tickets in a blueprint (BP) lottery. Every hour, a lottery is run in selected research fields which gives out blueprints for tech II items to players selected at random. Players, who accept a BP offer, receive the BP and their RP count in the respective field of research is reset to zero.

This guide will explain how to gain access to research agents, how to do research with a research agent, and how to maximize your RP count to improve your chances in the BP lotteries.

### Research Corporations

While all NPC corporations have agents, not all of them have R&D divisions and consequently, not all of them have research agents.

The following corporations do have research agents that are available to the public:

Amarr	Caldari	Gallente	Minimatar
Carthum Conglomerate	Ishukone Corporation	Creodron	Boundless Creation
Viziam	Kalaakiota Corporation	Duvolle Laboratories	Core Complexion, Inc.
	Lai Dai Corporation	Roden Shipyards	Thukker Mix

More information about these corporations can be found in the World of EVE section of the official EVE website at <http://www.eve-online.com/corporations/> (out of game).

## Research Fields

Research can be done in a variety of engineering disciplines and different fields of physics like Caldari Starship Engineering, Plasma Physics, and Rocket Science.

Skill books that allow you to train these skills are not available from schools. They are given as bonus rewards for regular agent missions and drop as NPC loot. Many players resell these skill books in the SCC market in the "Skills/Science" category. Prices in different regions may vary greatly. For more information about agent missions, please refer to the Guide to Agent Missions elsewhere on this site.

All research field skills have Science 5 as a primary skill requirement. They also have a secondary skill requirement at level 5.

## Research Fields and Secondary Skill Requirements:

### Starship Engineering:

- » Astronautic Engineering - Mechanic 5
- » Amarrian Starship Engineering - Mechanic 5
- » Caldari Starship Engineering - Mechanic 5
- » Gallentian Starship Engineering - Mechanic 5
- » Minmatar Starship Engineering - Mechanic 5

### Engineering/Other:

- » Electronic Engineering - Electronics 5
- » Mechanical Engineering - Mechanic 5
- » Molecular Engineering - Mechanic 5
- » Nanite Engineering - Electronics 5

### Physics:

- » Electromagnetic Physics - Electronics 5
- » Graviton Physics - Engineering 5
- » High Energy Physics - Engineering 5
- » Hydromagnetic Physics - Engineering 5
- » Laser Physics - Engineering 5
- » Nuclear Physics - Engineering 5
- » Plasma Physics - Engineering 5
- » Quantum Physics - Engineering 5

### Other:

- » Rocket Science - Mechanic 5

Which field(s) you choose is a question of personal preference. Many people have invested in starship engineering because they hope to score big with a tech II ship BP. The high number of research points in that field however significantly decreases any player's chance of actually winning the lottery.

## Research Fields and Possible Applications:

### Starship Engineering:

- » Astronautic Engineering - currently inactive
- » Amarrian Starship Engineering - Amarr starships
- » Caldari Starship Engineering - Caldari starships
- » Gallentian Starship Engineering - Gallente starships
- » Minmatar Starship Engineering - Minmatar starships

### Engineering/Other:

- » Electronic Engineering - Electronic systems and drones
- » Mechanical Engineering - Starships, armor and hull repair systems
- » Molecular Engineering - Hull and propulsions systems
- » Nanite Engineering - Hull and armor systems

### Physics:

- » Electromagnetic Physics - Railguns and electronic systems
- » Graviton Physics - Spatial distortion equipment, missiles, smartbombs
- » High Energy Physics - Energy system modules, smartbombs, energy weapons
- » Hydromagnetic Physics - Shield systems
- » Laser Physics - Energy weapons, missiles, smartbombs
- » Nuclear Physics - Projectile weapons, missiles, smartbombs
- » Plasma Physics - Particle weapons, missiles, smartbombs
- » Quantum Physics - Shield systems, particle weapons

### Other:

- » Rocket Science - Missiles and propulsion systems

## Finding a Research Agent

If you know how to find an agent, you already know how to find a research agent: The R&D division category of the agents' window in a research corporation's info screen will show all research agents and their availability. Agents unavailable because of their standing requirements will display the required standings when you query their agent info.

While agents with the mission service only require standing in one category, either faction, corporation or personal, to become available to you, research agents require standing in two of those three categories before they are available to you.

In order to start a research project with a research agent, you will also have to meet the agent's skill level in the chosen field of research. All research agents will be able to do research in different fields and have different skill levels in each of those fields, but you only need to meet the agent's skill level in the one field you choose to research.

If you have the Research Project Management skill (RPM), you can do research with more than one research agent, at the rate of one additional project per skill level. You cannot do research in more than one field with the same agent even when you have RPM.

- » Open "People and Places" from the NeoCom bar
- » Set the search type to 'Corporation'
- » Type in the name of a research corporation you'd like to work with
- » Click the info icon in the results window

- » Activate the register "Agents"
- » Click on the downward arrow next to the R and D division
- » Click on the info icon for the first agent listed as "Not available to you"
- » Check the standing requirements and decide if you want to work towards meeting them
- » Or else: Click on the info icon for the last agent listed as "Available to you"
- » Check the agent's location against your location in the map
- » If the agent is too far away, check the agent listed above that one or try a different corporation
- » Travel to meet your research agent

When you dock at the agent's station, activate the "Agents" window in station services, right-click on the agent and select "Communicate/Talk to". The agent will offer to head your research project. Confirm the dialogue option, highlight a research field from the pop-up menu with a left-click and confirm with OK.

You now have an active research project.

## Making Progress

As your research project progresses, you will gain research points (RPS) at a fixed daily rate. Open the research agent's info screen to check the exact amount.

The number of research points you gain per day is determined by the agent's effective quality (i.e. agent quality modified by your standings and social skills), the agent's skill level and your own skill level in the chosen field of research.

$$\text{RP/day} = (\text{Agent skill level} + \text{player skill level})^2 \times [(\text{Agent's effective quality}/100)+1]$$

RP/day is doubled for weapon-related research fields and trebled for starship engineering research.

To increase the number of RPS you gain per day, increase your standing by doing missions for a regular agent with the Mission service in the research agent's corporation and/or train your skill in your chosen field of research to a higher level. The number of RPS/day is dynamic and will change as the modifiers change even after you have begun the research project.

About once every 20 hours, the research agent will contact you with bad news. The agent will report progress but ask you to do an errand for him before he can continue research. Your research will continue, even if you refuse or accept the mission, it will simply time out and you will miss your opportunity to increase your RP/day. You are still eligible to participate in the BP lottery though research has been halted. If the agent does not contact you, simply go and talk to him. He may have a mission but may not have been quite ready to tell you about it just yet.

If you accept and successfully complete the mission, you will gain a day's worth of RPS as a bonus and research will continue. If you refuse the mission, you will forfeit the possible bonus and research will continue.

Note that research agents will give a variety of missions, including kill missions against cruiser groups. If you cannot complete a mission or just don't have the time to haul 12,000 units of garbage, simply refuse the mission. There is no standing penalty for refusing a research agent mission, just as there is no standing gain for completing a research agent mission.

## Where Is My Reward?

Research agents give out tech II blueprints when the research project is successful. The agent will notify you that the project was successful and describe the blueprint to you. You have 10 days to accept or refuse the offered BP.

If you refuse or fail to accept the BP, the BP will go back into the lottery and your research project will continue. If you accept the BP, the agent will deposit the BP in your hangar at the agent's station and your RPS will be reset to zero. Unless you terminate the research project with your current agent, the agent will start a new research project.

Note that the success of your research project is completely random. The number of RPS you accumulate only reflects the number of tickets you have in the BP lottery. Even 50,000 RPS is not nearly enough to guarantee that you have any luck in a lottery for a field with a total of several million RPS.

Frankly, your chances of obtaining a BP are very, very slim and there are absolutely no guarantees that you will ever get anything. If you only do research to crack the jackpot, you can expect to be disappointed. However, a great number of BPS has gone to people with very few RPS simply because the vast majority of researchers have very few RPS. Since you can only do so much to increase your odds by very little, patience and equanimity will be your greatest virtues as a dedicated scientist.

## APPLIED RESEARCH

Applied research is strongly tied in with manufacturing: by research a BP so that production is faster or requires fewer resources, you can increase the productivity of the manufacturing process and lower your production cost. You can also copy a well-researched BP to sell copies to help defray the cost of the original BP.

Applied research can only be performed on original blueprints (BPO). Blueprint copies (BPC) cannot be researched.

## Working as a Lab Rat

All you need to do applied research is access to a laboratory. Labs are for rent at many space stations and can be used with the corporation hangar, provided your corporation has an office at the station, or with your personal hangar. By default, labs are used with the corporation hangar.

Rent is for 5 days. When rent is due, you will find a bill in your "Wallet/Bills/Due". Next to the "pay the bill" there will be a square box with an arrow inside it. Click on the square to pay the bill. Pay the bill when you receive this notification, otherwise the Station owner will take the lab when the bill is overdue. A notification will be sent to you after the Station owner has repossessed the lab for overdue bills.

Labs must be used within the 5-day rental period. Labs not used within the rental period will be repossessed by the station owner. There is no minimum amount of time for which the labs need to be used as long as they are used at all within the rental period.

To operate a lab, you only need the Science skill at level 1. The Laboratory Operations skill allows you to operate more than one lab at a time, at the rate of one additional lab per skill level.

To do research on a BP, place the original blueprint in the hangar you chose to use with the lab. Open the lab screen in station services, select your lab slot, click on the "Install" button at the top of the window and follow the installation wizard.

Tech II BPS and some tech I BPS require materials that are used (up) in the research process. BPS requiring such materials will list those materials and indicate the required amounts. The lab installation wizard will ask for a hangar to query for materials even when no such materials are required.



Using a BP in a corporation hangar for research requires Query Access to the hangar. Using materials from a corporation hangar for research requires Take Access to the hangar. When research has been completed, the BP will be dropped into the hangar it was placed in prior to research.

## **Material Efficiency**

The most important of currently three research operations that may be performed in a lab is Material Efficiency Research (ME-R).

ME-R reduces the amount of minerals used in the production process. ME-R offers diminishing returns with every additional research run. Consequently, the ME level to aim for is different for every class of BP. Mass-produced ammunition can yield quantifiable savings at high volume when made with a BP that has undergone many ME-R runs. Ship BPS are very profitable at ME levels from 9 to 15. At higher ME levels, only battleship BPS offer significant savings, not so much in value of materials as in their amount, e.g. a reduction in the amount of tritanium needed by a few hundred-thousand units. It generally makes more sense for a manufacturer to increase his skill level in the Production Efficiency skill than to continue ME-R beyond a certain point.

## **Productivity Efficiency**

Productivity Efficiency Research (PE-R), not to be confused with the Production Efficiency skill (PE), reduces the amount of time needed for production based on the researched BP.

At this time, savings based on PE-R are negligible compared to the time it takes to research even a single level of Productivity Efficiency. Use this type of research only when you need to keep the labs busy to avoid losing them.

## **Copying**

Copy operations, like any other research, can only be performed on original BPS. The lab installation wizard will prompt for an amount of production runs you want to allow based on the copied BP. It makes little sense to maximize that amount and invite the competition to your own manufacturing operations to benefit from your research. Strangely enough, many manufacturers and their research departments are completely oblivious to that rather obvious concept.

Keep in mind that blueprint copies (BPC) cannot be sold in the SCC market and need to be placed into escrow or traded in the trade channel. Reserve the latter as a particularly heinous form of punishment for a wayward corp mate.

## **Reverse Engineering**

At this time, you cannot reverse engineer anything. Originally planned as a method of obtaining BPS for looted items; reverse engineering has never been implemented. All other research options indicated by the lab installation wizard and not mentioned above are equally inactive.

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## MISSION TIPS

### WHAT DOES AGENT "QUALITY" MEAN?

Agent quality primarily affects how much faction standing for the agents' corporation you will get as a reward for completing missions for the agent. Many players think it is rewards like ISK and items. For the most part agent ISK/item rewards are based off agent "level" and not "quality".

Remember, that to obtain better ISK/Item rewards, you need higher "Level" agents. The fastest way to higher level agents, is to use good "quality" agents

The sneaky part is that poor quality; level 2 agents give better rewards and faction towards the next level of agent level 3, then any Level 1 good, quality agent, when considering getting to a Level 3 agent of any quality.

### WHAT IS THE DIFFERENCE IN "TYPES" OF AGENTS?

Type of agents basically sets the type of missions you will be doing the most of. For example certain types of agents give more combat missions, while others give mostly hauling missions. The agent type should give you a good indication of the types of missions you should expect to be asked to do. They all still give a variety of all types of missions.

### WHAT AGENTS GIVE THE BEST ITEM REWARDS?

Item rewards from agents is fairly random but also layered to give better rewards based on agent LEVEL. Some will still say quality gets them better item rewards (see quality above) and it may be true. For the most part if you want better rewards from agents, work to a high level agent. Once again, the fastest way to higher "level" agents, is to use good "quality" agents. Get good Quality agents, to get to higher level agents, to get to better rewards sooner.

### WHAT ARE HOMELESS AND CRIMINAL DNA USED FOR?

These items and others like them are used in various missions throughout the EVE game.

### WHAT AGENTS GIVE OUT IMPLANTS?

All agents give out implants. It is random at best. One person can get 3 implants from one agent in just a matter of short time, while another player using the same agent will never get them. If that answer was readily available we all would have implants right now wouldn't we?

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## COURIER MISSIONS

This chapter covers the courier mission system. It includes an introduction to the idea, some history, a description of the mechanics of these missions, and a number of practical tips for maximizing their utility in the game world.

### INTRODUCTION

One of the most unique and compelling features of the EVE universe is its size. Long travel times between distant regions make proximity of paramount concern and force players to think in terms of territorial enclaves. There are obvious economical, logistical, and strategic ramifications of distance, but the most obvious effect is one experienced by each and every player of the game, from the green rookie

pilot on his first spin in a Reaper to the commander of a battleship fleet or CEO of a megacorp. This effect is travel downtime. Nobody likes to travel 38 jumps unnecessarily to pick up a few units of ISOGEN and bring it back to base, no matter how fast their ship is equipped to travel.

## ANATOMY OF A MISSION

The concept is quite simple. When you own an item – through a market purchase or any other means – the item shows up in your global assets list. In any station with the Missions service you are able to create a new courier mission for the transportation of any item(s) in your assets list. You may select where you want it delivered – the item will be dropped off in your personal hangar wherever you choose.

The item or items you select are combined together and merged into a single item called “plastic wrap.” This item has a volume equal to the sum of the volumes of its contents. This has consequences for would-be couriers with small cargo space – if the package is too large, it cannot fit in the player’s ship and therefore cannot be delivered. Fortunately, missions are listed with the volume of the package to be transported.

As compensation for the time and effort involved in the transportation, successful completion of a mission merits the reward payment set by the mission issuer (MI) at creation. Unlike the market system, courier missions are not limited by region boundaries and can be configured with pickup and drop-off locations in different regions altogether.

To minimize the threat of theft the mission taker (MT) must pay a collateral amount which is returned upon completion or given to the MI upon failure. This protects the MI by covering the monetary losses if the item is not delivered. The courier system ensures that both the reward (paid by the MI) and the collateral (paid by the MT) are handled by a third-party – the EVE Central Bank. This system is a necessary safeguard around which the entire courier concept revolves.

### Packages

The plastic wrap package is not an impregnable protective barrier. While it is not possible to remotely view the contents once items are “wrapped”, a courier in possession of the package may right-click on it and chooses to “open” it. This pops up a window listing the contents in the usual iconic form. Opening a package does not compromise the package’s integrity and items cannot be moved out nor placed inside. A better term for “open” in this sense would be “peek inside.”

There is also an option to “break” the package – this pops up a warning dialog indicating that doing so will result in mission failure. Breaking a package does not automatically fail the mission but there is no way to complete it once the package has been compromised, even if the contents are delivered to the appropriate destination. The act of breaking a package destroys the plastic wrap and replaces it with the original goods, a process which is similar to refining stacks of ore.

## BROWSING AVAILABLE MISSIONS

To take on a mission, you must be in a station with the Missions service (most if not all stations appear to have this). Click on the Mission icon, and select courier missions. All missions available in the selected view range are displayed. Please note that depending on your location and the range selected this list may be empty. There are a number of options that can help find the right mission for you.

### Mission list filters: View ranges

The view ranges function very similar to the market interface. They govern which missions are listed based on your current location and the pick-up point. The options are to show all missions with pick-up location in current station, in current solar system, in current region, and all. For example, if there is a

mission with pick-up in your current station, it will show up in the missions list regardless of the view range you select. If there is a mission in your current solar system (but at a different station), selecting in current station will not show it, whereas in current solar system and in current region will. The all range is self-explanatory – it is equivalent to eliminating range filters altogether. Ranges only apply to the MT when browsing the list; all missions are universally viewable when created, and there is no way to create a mission that is only visible to players within a certain range.

## Mission list filters: Optional filters

There are two other filters available which are additive to the view range selected. The first is to list only missions whose packages do not exceed the cargo volume of the currently active ship. This is useful especially for newer players with smaller cargo holds who would like to avoid wasting their time calculating routes and profits only to discover that the package would not fit anyway. On the other hand, leaving this option unchecked would allow a player who owns multiple ships (or can fit cargo expanders) the option of switching ships or loadout if necessary. The volume column's color code is useful in this respect – it indicates whether your currently active ship would be able to fit the package (assuming the hold were empty). Please note that you can accept any mission regardless of the package volume, but you should not do so if you have no means of moving it. You cannot split the package up into manageable pieces without breaking it and forfeiting the mission.

The second optional filter is to only show missions with “affordable” collateral. It is not clear exactly how the system determines affordability, but the formula is proportional to the active character's current ISK balance.

## List sorting

Once the filter options are selected, the list can be viewed and sorted in the usual manner. Each mission is listed on one line, with the reward, pick-up, drop-off, number of jumps in route, package volume, collateral amount, and deadline displayed as separate columns. The list can be sorted by clicking on any of these columns. The most important ones to look for are reward, jumps, collateral, and deliver in. The jumps column only indicates the number of jumps between the pick-up and drop-off, and does not factor in the distance between your current location and pick-up point. Volume is only pertinent when it shows up in red (indicating the package is too large for your ship). Please note that the deliver in is an absolute deadline based on when the mission was actually created – it is not based on when you accept the mission or when you pick up the package. Clicking once on a mission highlights it. This then creates three buttons in the upper right of the main mission pane.

Show route is especially useful for newer players in starter ships. This pops up the map with the route to the drop-off point highlighted. The courier should be sure to manipulate the map options to determine whether this route is acceptable or not. A 13-jump mission with a reasonable collateral and nice reward may seem very attractive, but it is important to check whether the route will take you through low-security space, where you may be attacked and killed by NPC or player pirates. This risk should be weighed carefully.

Please note: the show route button does not show the actual mission route (the route between the pick-up and drop-off locations). Instead, it plots the course between your current location and the mission endpoint. As such, it is not very helpful unless you are already in the station or solar system of the pick-up.

The close button is only available to the MI and only if nobody in the EVE world has yet accepted the mission.

## ACCEPTING A MISSION

There are two methods to accept a mission. You can click once on a listed mission, and then click the accept button in the upper right portion of the missions pane. Alternatively, you may right-click a mission and choose accept from the drop-down menu.

This function should be treated with extreme caution. Accepting a mission is like signing a binding contract, the terms of which are clearly laid out and not subject to interpretation. Once accepted, a mission cannot be gracefully cancelled by the MT (or the MI for that matter).

As soon as the MT accepts, two things happen simultaneously. The package is placed in his personal hangar at the pick-up station, and the collateral amount is immediately deducted from his cash account. This amount is placed into escrow and shows up in the wallet journal. It will appear as a debit to the cash section and a corresponding deposit to the escrow section. People not familiar with the concept of escrow should view it as a sort of third-party secure holding area for both collateral and mission rewards. The use of escrow services ensures that once a mission is accepted, the contract cannot be revoked by either party – i.e. the reward cannot be withheld by a scamming MI not willing to pay up on a successful delivery, nor can an unscrupulous MT take on a mission and then run off with the item without the collateral amount eventually being transferred to the MI. Escrow amounts are held safely by the EVE Central Bank to prevent such abuse. Items can still be “stolen” and traded to others, but there is no way to avoid the loss of the collateral since this amount is deducted from the MT before he acquires the package.

If you are not in the appropriate pick-up station when you accept the mission, you must obviously travel there to pick it up before heading off to the drop-off.

If the mission is completed on time, the collateral is instantly returned to the MT (it is released from escrow and put back into the MT’s regular liquid cash pile). If a mission is not completed, the collateral is transferred out of escrow and into the MI’s cash account. This only occurs when the mission timer runs out – there is no way to immediately fail a mission, even if the package is “broken” or otherwise lost or destroyed.

Prospective couriers should not take a mission unless they feel confident that they can deliver on time. Please note that server crashes, scheduled downtime, ISP outages, and many other factors can interfere with successful delivery. It is the responsibility of the MT to be aware of this risk and plan accordingly.

## THE JOURNAL

You will notice that when you accept a mission, the Neocom’s journal icon will begin to flash (it is shaped like a book). This indicates activity in the personal missions list. Those of you who have done agent missions will be familiar with this. Courier missions appear under the My Courier Missions tab. There are two sub-tabs: Issued, and Accepted.

The latter is a list of all currently active (non-expired) missions. The delivery deadline is dynamically updated in this list to reflect the actual time remaining. The journal window also comes in handy once you have entered the destination solar system, because it shows the drop-off station.

## PACKAGE DELIVERY

One very important point to make here is that a mission is not automatically completed once you dock with the station and put the package in your personal hangar. The package must be delivered, which conceptually involves transferring the item from your hangar into the MI’s hangar and hence back into his possession. The most intuitive way to do this would be through a right-click option on the package once placed in your hangar at the appropriate delivery station. Unfortunately, this is not possible. To complete

the mission you must open up your journal, locate the mission in the Accepted tab, right-click on it and select Deliver Package. This option will only be available if you are at the drop-off point and only if the appropriate package is in your personal hangar there. Once you do this the mission will vanish from your journal and you will notice your wallet flashing to indicate that your collateral has been returned and you have been paid the reward as set out in the mission contract. You will not receive any mail confirmation of this as you would for mission expiry, so you will want to check your journal just to make sure everything went smoothly.

## CREATING NEW MISSIONS

This section describes both the interface for mission creation, and some guidelines for making missions as attractive as possible to prospective couriers.

### Pre-creation

Creating a new mission is extremely straightforward. From the Missions station service, click on the Add Courier tab. This will set up a form interface with your current asset list in the left frame. You can select a pick-up location by clicking on any of the stations at which you own items, or you can click on a particular item in that station. Once you have chosen a starting station (by selecting the station itself or an item you have there), the mission creation form appears in the right frame.

At any time you can choose to add more items to the mission by control+clicking on them in the asset list frame. It is only possible to add items that are at the same station – you cannot create a single mission to transport two items located in different stations. You can also remove items (one-by-one) that have already been selected by right-clicking on them, or you can reset the mission creation form altogether by clicking the Reset Form button at the bottom right of the pane.

Every item you add will appear in a column-sortable list at the top of the right frame. Each has its volume listed (in m3) as well as quantity. Quantity is necessary due to the ability to store items in a stacked state. Minerals, for example, are almost always stacked. The mission creation interface (like the asset interface it inherits) treats items as single units with a quantity figure. Unfortunately there is no way to un-stack or split up stacks of items remotely. If you have 6 Micro EMP Smartbombs in a station and want a courier to bring only 2 of them to another station, you will not be able to do so given the limitations of the interface. This is especially unfortunate to those with a large store of minerals in a remote location. If the repository is large enough it can be impossible even for an industrial to transport any tritanium, for example, if the tritanium is stacked and the volume of the entire stack exceeds the industrial's cargo capacity.

The total volume of the items you have selected is displayed under the item list. Below this is the form interface for the mission parameters.

The Reward field is self-explanatory. This is the amount of ISK that will be paid to a courier upon successful delivery. This amount must be available to the MI at the time of mission creation, since it will be immediately deducted from the wallet and placed into escrow.

Expire (in days) defaults to 1. Unless there is a very good reason to create a longer mission delivery window, this does not need to be changed. In fact it would be very useful in some cases to set this expiry timer to a value of less than a day (such as 6 hours, or even 1 hour). Unfortunately this is not possible with the current courier system, and limits the utility of missions somewhat.

Ship To indicate the destination station. You can type out the full name of the station if you match the spelling and format exactly, but it is much easier to type out the system name (or even a part of its name) and hit the Search button. This pops up a list of stations in that system, from which you can then click on the appropriate one.

The next field is a very handy feature of the new mission system. Restrict to a Pilot or Corporation Members allows the mission creator to create effectively “secret” or “underground” missions intended for a specific courier or group of couriers. The search function here operates exactly as it does in the People and Places window, sometimes requiring only a partial match for your intended courier. You can also type a corporation name in this box and the mission will only be available to members of that corporation. Please note that restricting a mission in this way prevents others not only from actually taking the mission but also from seeing it altogether.

After this field is a radio button to select whether or not the MI wishes the mission to be tracked. Tracking is a useful function but it costs 2,800 ISK in addition to the basic 850 ISK cost of a mission. For most people these amounts are negligible but if you create a lot of missions and do not necessarily need to be apprised of a mission’s progress, you may not want to select this option.

Tracking does not actually allow the MI to detect where his package is once a mission has been accepted. Its only purpose is to send an in-game email to the MI both when a mission has been accepted by a courier and when a mission has been successfully completed, even though this information is available through the journal interface. This notification function would not be very useful except for one little feature that may make all the difference. When the notifications are sent, the sender of the email is the courier who has accepted the mission. Currently, this is the only way for an MI to discover the identity of the MT.

This may be an oversight or bug in the mission system, since it appears that this information was not meant to be available. The wallet journal entries and the journal interface itself do not indicate the “other side” of a mission transaction. This sets the courier missions apart from the market interface, since on the market whenever a transaction takes place the buyer or seller shows up in the logs. With courier missions, the MI and MT are effectively shielded from each other by the EVE Central Bank. This protection is arguably necessary to protect couriers from exploits involving collateral set much higher than the value of the package. Unfortunately, using the tracking option an unscrupulous MI can circumvent this identity safeguard, set mission collateral to 300K for a few hundred units of tritanium, note the name of the courier, and set up an ambush. With the package destroyed, the collateral would pass to him.

To minimize this risk, couriers should always peek inside their packages to see if the mission collateral amount was reasonable for the contents. If not, there may be reason to suspect some funny business and the courier should proceed with extreme caution. Unfortunately the mission cannot be cancelled at this point and the collateral would already have been placed into escrow.

The final field in the mission creation form is used to set the collateral amount. There is a Calc Baseprice button which can often help the MI decide the amount by giving a ballpark figure for the cumulative worth of all the items in the package. This button seems to calculate the base NPC price for the items – this has at least been the case with minerals and skills. The button should only be used as a guide. In most cases the MI will know exactly how much an item is worth to him and how much he wishes to “insure” the item through the collateral parameter. This amount is immediately placed into escrow once a courier accepts the mission, and it is guaranteed to be transferred to the MI if the mission expiry timer runs out before the package is delivered.

## **Post-creation**

When all the items have been chosen and the parameters have been correctly set, hitting the Add Mission button will place the mission into the pool of available courier jobs. The wallet icon will flash, indicating that the basic 850 ISK fee (or 3,650 ISK if the tracking option was selected) has been paid, and



the reward amount has been placed into escrow. The journal icon will also flash, and the mission will show up in the My Courier Missions/Issued tab.

From here, an MI can right-click on an issued (but not yet accepted) mission to cancel it. This is necessary if for example the mission parameters were unpopular and nobody wanted to take the mission. Since there is no way to change the parameters, a new mission must be created to deliver that same item, and this can only be accomplished if the mission is cancelled and a new one set up in its place. The MI can also accept his own mission (there are some esoteric uses for this, but they will not be covered in this guide).

The right-click function on Issued Missions is particularly useful to detect whether a mission has been taken yet, if the tracking option was not chosen. If the mission is still in the available pool, right-clicking will give the option to cancel. If the mission has actually been taken, cancellation is not an option since the terms of the mission are binding to both the MI and MT, so right-clicking will have no effect. Determining whether an issued mission was completed is even easier – the mission will disappear from the journal altogether. If you do not receive an email indicating that the mission expired and the collateral amount has been transferred to you, you can safely assume the mission was successful. You can also check your assets list to verify that the item inside the package was actually delivered to its destination, since finishing a mission actually breaks the package open and places the item into the MI's hangar.

## HELPFUL GUIDELINES FOR MAKING MISSIONS ATTRACTIVE

The mission system is utterly useless to the MI if he cannot post a mission that prospective couriers would want to take. Issuing a mission will place the desired items in plastic wrap, advertise the mission, and guarantee the safety of the perceived item value through the collateral system, but it all amounts to a waste of 850 ISK if the expiry timer runs out and nobody has taken on the mission. In this section some tips are provided for maximizing the utility of the mission system by making your missions attractive to couriers.

### Intended audience

To begin with, you should consider your intended courier pool. Do you expect the mission to be taken by newbie's in starter frigates? If so, you should make sure that the volume of your package is small enough and that the route between pick-up and drop-off is neither too long nor too dangerous.

If these parameters seem fine, you can think about the two ISK values for the mission. Newbie's don't require very high reward levels. You can sometimes set 10-jump missions with reward payouts of under 10K and some new players will be happy to take them. The real constraint on this target pool is collateral. If you have a 300,000 ISK skill you want transported 7 jumps in newbie-friendly empire space, there is no way to set up a low-reward mission for a newbie to move it without risking financial loss yourself. New players do not have the funds to accept high-collateral missions. For this reason you should probably only create clean-up type missions – ferrying small, low-dollar items through relatively safe space is the type of job best suited for them.

The main target audience for the majority of missions seems to be the mid-range freelance pilot. Corporation members rarely spend time searching for courier missions to take and are unwilling to travel back and forth across the galaxy even for substantial rewards, since they almost always have very focused goals and tasks to perform while online. Freelance players, on the other hand, are often in search of things to do to pass the time and help make a modest living. These players are usually quite savvy and may have a decent amount of cash available to them for collateral purposes. It is therefore possible to set up missions for them to transport non-precious yet valuable items. The main concern in this case is the reward amount.

## Setting the reward

There are two very different approaches to setting an appropriate reward amount, neither of which can guarantee that the mission appears attractive. The first is to base the reward on the number of jumps the mission would take. This is very crude because the difficulty of a mission boils down to two factors: time, and danger. The level of danger is dependent on the route path itself, not only the number of jumps, and the time factor depends on the skills and equipment of the courier. One courier's 20-jump mission may be less of an undertaking than another courier's 14-jump mission, if the former has a Microwarp Drive and the latter needs to load his ship with speed-reducing cargo expanders to carry it all. For this reason it is not advisable to think of the number of jumps as a multiplication factor on a base reward-per-jump amount. Mission difficulty is less tangible, and you do not really know how fast couriers can go or how averse they are to travel down-time. Maybe a 20-jump mission is something a courier would happily take on, if they intended to set up a "safe" autopilot route, go AFK, make dinner, and monitor the progress in the background. In this case the reward payout would not need to be as high as you might expect.

Another approach, in some ways more logical but still not foolproof, is to base the reward as a percentage of the collateral. In this philosophy the mission is seen as a trade run, with the collateral playing the part of "seed cash" and the reward in the role of "profit margin." This approach is especially necessary with high-collateral packages. With a high collateral amount, the courier is less likely to think about number of jumps; his primary concern will be whether the mission reward is high enough to risk losing the collateral. For this reason distance becomes less of a factor, and a 2-jump haul may require nearly as high a payout as a 20-jump haul. However, this does not mean distance becomes irrelevant, only that it is more a question of tuning the reward up or down from the base payout.

It is useful to continue the trade runs analogy. Many traders choose their runs using a complex procedure. To begin with, they might seek to eliminate all runs which would produce a profit below a certain amount. The percentage profit with respect to seed cash does not matter at all if the actual profit figures are too low. The player's time becomes the constraining factor here. Out of the remaining runs, some sort of risk vs. reward filter would be in effect. Two runs both netting approximately 1 million ISK are not equal if one requires 6 million in seed and the other 12 million. The trader would seek an acceptable profit percentage, further narrowing down the choices (and eliminating, for example, the 12 million ISK seed mission). The remaining options will have the following characteristics: they will all produce a certain minimum profit (below which the trader's time is wasted), and the profits all meet or exceed a certain minimum percentage return on investment. The final consideration would then be difficulty – usually number of jumps.

Instead of thinking about a base amount he expects to make per jump, the trader usually operates on a comparison basis. For example, one run satisfies both the absolute profit and the percentage profit criteria, and is eight jumps. Another run nets 200K more, but is twice the number of jumps. This is clearly not worth it if the base run would net one million, since the trader could be doubling back to make a second run (provided supply and demand hold up) in that same time. For a run that is twice as long to be worth it, the trader would probably want nearly twice the profit. This is in stark contrast to the "X amount per jump" philosophy.

Returning to courier missions, the considerations are slightly different, owing to the fact that a courier can only profit from a given mission once (i.e. "supply and demand" are only enough to support "one run"). Instead of multiplying some notion of acceptable reward by some abstract number of reasonable-mission-length units, it may be possible to strike a balance. Perhaps a base reward amount that satisfies the first two criteria (absolute profit, and percentage profit), with an additional bonus per jump beyond a certain set number. This bonus could be an arbitrary per-jump amount, or could be based on a percentage of the collateral as well, such as 1-2%.

For example, a 15% profit on a 1 million ISK collateral mission would be 150,000 ISK. 10 jumps would be reasonable for this type of mission, so those jumps would be “included” in the 150,000 ISK. The mission is actually 17 jumps, so a bonus would be given: 7 multiplied by the appropriate extra-jump fee, in this case 10,000 ISK (1%), yielding an additional 70,000. The total reward payout for the 17 jump mission would be 220,000 ISK.

One other point to consider is that the percentage profit required by a courier can be less than that expected by a trader. Traders are invariably equipped with industrial-class ships. There is simply very little profit to be made carrying frigate-sized holds full of trade goods. Courier missions are often a frigate pilot’s only recourse for making money from simple travel time, since there is no viable trade alternative. As such, the profit percentage need not be anything above “reasonable” for the mission to appear attractive.

To recap then, there are two types of approach to determining the appropriate reward. The first, which approximates the time a mission would take, is better suited for the transportation of low to mid-value items that do not require hefty collateral. In this situation the mission is more likely to be taken by freelancers who dabble in delivery and are just browsing the mission list to find something to do. To this audience, the amount of time a delivery would take is directly related to the expected payout.

The second approach becomes paramount with higher collateral. The intended audience for this type of mission is the freelance courier focused on making a decent profit from his delivery efforts. The main focus should be an acceptable profit based on two criteria: absolute (because the courier’s time is worth something), and percentage (which captures the risk vs. reward). The amount should be adjusted based on the number of jumps beyond some reasonable threshold the courier would have to travel. This threshold, the additional distance bonus, and the base profit percentage are all up to the MI to decide. He should play it by ear.

To make a mission attractive, it will be necessary in most cases to strike a balance between these two approaches. The best advice is to place you in the courier’s shoes and divorce yourself from any selfish considerations. It won’t matter to the courier whether you could buy 3 of the items in question for the price of transporting just the one over a large distance. It is up to you to decide whether moving an item is worth it. If it is, you will need to make it worth the courier’s time. If this is not financially reasonable for you, then move the item yourself or accept the fact that it is destined to collect dust in one of your hangars in the far reaches of space.

A couple of things need to be said. The first is quite obvious – having couriers ferry items across the universe is a luxury for those who can afford it. It will always be cheaper to move your stuff yourself, though this can be extremely inconvenient and time consuming. You will have to decide how much your time is worth to you. Courier missions can save you time in two important ways: they allow you to do other things in the time it would have taken you to make the round-trip, and they can be carried out while you are not even online. If you play it smart, you can usually arrange to have things delivered while you sleep or while you are at work. The best time to create missions is before you log off for the day, or early in the morning before you head off to work or school. When you log on again, your item will often be waiting for you. For a lot of players, that convenience is worth the high rewards they have to pay to make the delivery happen.

## **Setting the collateral**

There is actually very little to say about choosing the collateral amount. The Calc Baseprice tool has already been mentioned as a starting point. However, it comes down to the worth of the package in your own estimation. Let us say you are looking for a module that is normally not very expensive (average price), yet it is very rare in your area of space. You see one on the market one day, 19 jumps out, and

you buy it immediately, but cannot afford the time to take the side trip. You will want to set the collateral for a delivery mission to be higher than the average market value, because for you that item were a rare find – it does not matter that you can buy them for good prices in a region 50 jumps away.

Once you determine what the item is worth to you, you should add a certain percentage on top of that as a buffer. This serves two purposes. First, it compensates you for the loss in time if a mission is accepted by a courier and then failed. During that time another, better courier could have been doing the delivery, or you could have arranged to pick it up yourself. Second, it discourages item theft by lazy players. If you set the collateral to average market price on an item that is rare in the pick-up region, a courier may take a peek inside the package and be tempted to break the package and fail the mission to save himself the time to go to the source of item production. If the collateral is higher than a normal price for the item, couriers will be less inclined to steal just to save themselves the hassle.

## **Transporting large volumes**

If your package requires an industrial-class ship, special considerations apply. Here you will have to make the delivery extremely lucrative. Industrial pilots belonging to a corporation are usually very busy on mining operations or other corp assignments. Freelance industrials are less common, though they are far from rare. These haulers however have a high income potential in general and will probably be focused on trading and making very tidy profits; they will often not even check the mission boards unless they hear about a mission with a profit ratio that far outstrips that of a “good” trade run. In most cases it will not be worth the price an MI would have to pay to get an industrial to move the cargo.

On the other hand if the quantity of the goods is enough for several industrial trips, and the items are stacked in such a fashion as to allow multiple mission postings, it may be possible to set up a few missions, all with the same pick-up and drop-off. In such a case an industrial pilot could consider each of the missions as separate runs on a trade route. It might help also in this situation to stagger the expiry timers so that one mission is set to 1 day, the second to 2 days, and the third to 3 days, for example. This is necessary because the timers are activated as soon as the missions are posted.



## INTRODUCTION



Corporations are groups of players joining together for a common goal or purpose, much like guilds or clans in other games. They are created and overseen by a Chief Executive Officer (CEO.) Characters can only be in one corporation at a time.

## REQUIRED CEO SKILLS

In order to start a corporation, a character must have the Basic Corporation Management skill, which is readily available on the market in most regions. The level of this skill will determine the maximum number of corporation members allowed. There is a fee for setting up the corporation which may vary by region, but is usually around 1,599,800 isk. If you wish to have a multi-racial corporation, you must also have the Ethnic Relations skill.

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## MANAGING CORPORATIONS

Pressing the “Corp” button on the NeoCom opens up the Corporation Management tool. Managing corps of any size is a walk in the park after a quick familiarization, at least the technical aspect of it. The human aspect is another issue all together.

### HOME

Gives access to some basic features listed below and information about offices, stations and the corps details.

#### Edit details

Here, directors and CEO’s can change details about their corporation such as corp logo, description and tax rate.

#### Give money

Press “Give money” to transfer ISK from your personal wallet to the corporation’s wallet. Type in the amount and add a description below for the reason of transfer for later reference.

#### Create new corporation

This enables the player to create their own corporation.

- » Corp name is the name of the new corp.
- » Press “Ticker” to select a descriptive abbreviation for the corps name. These are found in many places like in a corp members name when in space.
- » Enter a good description of the corps services and purpose. The description is for example displayed when the corps “Show info” button is pressed.
- » Tax rate is how much of a corp members income goes to the corporations wallet.
- » Type in your corps home page to let others access more information about your corporation.

### MEMBERS

This is the most powerful part of the corp tool providing you with all the necessary information and options to properly run a small or large scale operation. It also provides the means for a proper overview of the organization as a whole.

#### Applications

##### Corporate:

Shows the members signed up in the corp. Their status, whether they are signed up or if their application is unprocessed.

Right click an application to view it. There the CEO’s and directors are able to offer a position within the corp, reject or negotiate further with the applicant.

##### My applications:

Similar to the Corporate tab but only shows the players’ personal applications.

## Find member in role

In order to find all the corp members with a certain role such as a director or personnel manager, this is where to look for. Also for individual or mass attribute changes.

- » Select which roles are to be included or not included in the query.
- » Press “Add” so the query is added to the upper window.
- » Finally “Execute query” displays the results in the bottom window.
- » Repeat adding queries for more detailed searches.

✚ After selecting “Execute query” the interface changes so the queries are not shown. This is to free up workspace in case there are large amounts of results. Use the “Show query” button to see the queries along with the results.

“Search titles” check box

“Include implied roles” directors and CEO’s have all roles.

“Show results using:” is how the results from the query are displayed in the bottom window.

Simple list: A small picture of the members found with their name attached.

Role management list: A more powerful listing allowing the change of member attributes directly.

Task management list: An even more powerful listing for changing attributes.

## Role management

An easy and straightforward interface to display a number of corp members; alphabetically (10, 25, 50, 100 or 500 at a time). It is also used to change individual and mass attributes of members.

## Title management

CEO’s can now make up their own titles for positions within the corporation with an easy a straightforward interface.

## Auditing

To view all attribute changes to a member over a period of time set the start date and end date, type in the name and press the “Enter” key.

## POLITICS

A corporation has political options for internal and external operations. Corporations can be run with any organizational style depending on user’s preference. The management framework provided gives the CEO good control over what members can do with corporate assets plus direct feedback from directors and shareholders through the voting system.

Starting a war against another corporation makes Concord ignore combat between members.

## Votes

Directors, CEOs and shareholders get the option to vote. The CEO has the ability to start a vote on anything that needs the boards’ attention and select the duration of the vote in days. Directors get a slightly different interface with the option to run for CEO and need the support of the rest of board members to succeed. The CEO loses all his normal roles when this type of voting goes on.



## Sanctionable actions

Any vote that's passed becomes a sanctionable action.

## Wars (Changing in Exodus)

All wars that don't involve an alliance as aggressor or victim are classified as normal corporation wars. In Exodus starting such a war will cost the decelerator 1.000.000 isk \* 2 \* number of current wars. Meaning that first war will cost 1 million next will cost 2 million and the 3rd 3 million, etc.

Each week the war goes on a new bill for 1.000.000 isk is issued and if there is an unpaid bill for that war the war is cancelled.

## Standings

The standings for a corporation towards other entities in the world can be viewed and changed in much the same way a player does with his character. This time around setting a negative corp standing towards someone might cause corp members to engage in hostile activities with him and a positive standing might cause members to treat him in a better way. Note that changing these standings does not affect Concord or the legal system in any way. These are purely informational for the rest of the corporation.

To change standings a good way is to use the "People and places" on the NeoCom and "Show info" on search results to get the standings tab. It's also possible to do this through channel windows and in space.

## ACCOUNTS

This provides an overview of the corps resources.

### Assets

- » "Offices" shows all that are being rented. Clicking an office displays all items currently stored there and by right clicking an item with the mouse more options is available so these items can be manipulated from far away.
- » In case an office is cancelled or bills not paid all items that were stored in hangars become impounded. These can be bought back or the office re-rented so they'll be returned.
- » Jobs: Lists research and factory jobs running.
- » Property: Lists all player(s) owned structures.

### Rents

Lists all offices rented by the corporation.

### Journal

Informational tab listing all property, cash and other valuables.

### Lockdown

Blueprints can be locked down in a hangar so they can not be removed.

## ALLIANCES

Any CEO with the skill Empire Control trained to level 5 can form an alliance. Forming an alliance costs 115.000.000 ISK. Alliances also have a maintenance fee of 1.000.000 ISK per month per corporation in

the alliance. That means that an alliance of 10 corporations needs to pay 10.000.000 ISK each month to have access to alliances actions. The Executor Corporation receives and pays the bills.

This first alliance system incarnation in EVE is kept as simple as possible. An alliance is really only

- » a list of corporations
- » a list of corporations that the alliance has NAP (Non Aggression Pact) with
- » a list of corporations that are friends of the alliance
- » a list of corporations that are competitors of the alliance
- » a list of corporations that are enemies of the alliance

If the bills of the alliance are not paid by the executor corporation then all actions that the Executor can normally perform are suspended until all bills are paid.

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## CORPORATION ROLES

There are two types of roles available: standard and grantable. A standard role is the default for all corporation members and provides them with the bare minimum accesses and abilities available, such as sharing the items in the corporate hangar and voting on issues presented by the CEO or another high-ranking corporation official. Grantable roles are assigned by the CEO and should be given only to those who have proven themselves to be trustworthy.

These are the grantable roles a CEO may assign:

### DIRECTOR:

A director is, for most intents and purposes, the same as a CEO in many respects. They can hire and fire members and change job descriptions (assigning both roles and grantable roles). Directors, as the next best thing to CEO's, allow a corporation to function with members being based in different time zones around the world. It is probably wise for a large corporation to have members with this role spanning over varied time zones, allowing the corporation to be in manageable condition 24/7. This should allow corporations with international memberships to be effective in terms of management and being able to respond to situations effectively as they occur.

### PERSONNEL MANAGER:

A personnel manager can process applications and sign up new members.

### STATION MANAGER:

As the name implies, station managers can perform station management tasks for corporation-owned facilities. These tasks are varied and include adjusting the standing-based modifiers for allowing docking and the charges for it, as well as permission to access factories, the reprocessing plant, the repair shop, and also how modifiers should be applied for costs based upon standings for these tasks. The station manager is also able to set up station defenses.

### FACTORY MANAGER:

The factory manager can eject blueprints from corporation-owned factories and research slots that belong to members. Additionally, they can see what is going on in any corporate factory and research

slot. They have the ability to manufacture items for the corporation using blueprints and minerals from the corporation's hangar floor and research blueprints in research slots.

### **ACCOUNTANT:**

Accountants can monitor and manage the financial affairs of the corporation. They can view corporation bills in the NeoCom "Bills" panel. From there, they can pay the corporation's bills (with corporation money, of course) and see who owes an outstanding balance.

### **JUNIOR ACCOUNTANT:**

The junior accountant is an accountant with read only access.

### **PILOT:**

A pilot can take a ship that is in the corporate hangar.

After a player has applied to and been accepted by a corporation, either a CEO/Director or a player that has a grantable role may modify his role. This is done in the NeoCom "Corporation" panel by selecting the member from the "Members" list and then editing the member's roles.

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## **CORPORATION WARS**

Wars between corporations are most definitely possible. One of the main purposes of corporations is to allow formal wars to be fought over resources, trade routes, strategic systems or simple pride. Players belonging to a warring corporation may attack the opposition without impunity or loss of security status.

In order to keep things interesting and retain a bit of realism, declarations of war do not require a mutual agreement, just as in the real world. The declaration of war is sent from one CEO to another and the fight begins. Corporations are limited to three declared wars at a time, though the number of wars in which a corp can be involved is limitless. For example, if Corp A has declared war on Corps B, C and D, the CEO must surrender – or force the CEO of B, C or D to surrender – before he can declare war on Corp E; however, if Corp A has declared war on Corps B, C and D, Corp E may declare war on Corp A.

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## **BENEFITS OF CORPORATE MEMBERSHIP**

The biggest benefit to belonging to a corporation is mutual protection and shared resources. Corporations give characters the option to join forces and enjoy the thrill of player-vs-player interaction without losing security status. Corp members also share a sense of brotherhood and camaraderie that solo players rarely experience. By pooling the resources and efforts of its members, corporations are able to build up their fleets and other holdings more quickly, putting some of the larger-scale strategic elements of the game within their grasp.

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## **SPYING ON A CORPORATION**

Spying, scheming, double-dealing and espionage are devilishly delicious features of EVE for those who relish walking on the dark side. Corporation leaders are urged to exercise extreme caution when accepting new members, particularly when granting access to their private communications and

corporate holdings. There are criminal elements in EVE who can, and will, take advantage of unsuspecting marks.

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## RESIGNING FROM A CORPORATION

Everyone is always in a corporation. Characters entering the game world for the first time start in an NPC corporation. It is not possible to resign from this "newbie corp," however; it is possible to leave by joining another corporation.

A member of a player corporation should be able to leave it provided he is not the CEO. If the CEO of a corporation wants to quit, then he should resign his CEO position. When a CEO resigns, one of two things may happen: either another member becomes the CEO or, if there are no other members, the corporation will cease to exist. Unless he is joining another corporation, the resigning CEO rejoins his "newbie corp" by default.

It is possible for a member of a player corporation that has suitable roles to remove another member as long as the member in question has less than the average number of shares per shareholder. If the member cannot be ejected due to the number of shares he holds, then the CEO must create a vote for the purpose of throwing out the member in question. A vote like this would take 24 to 48 hours on average to complete.

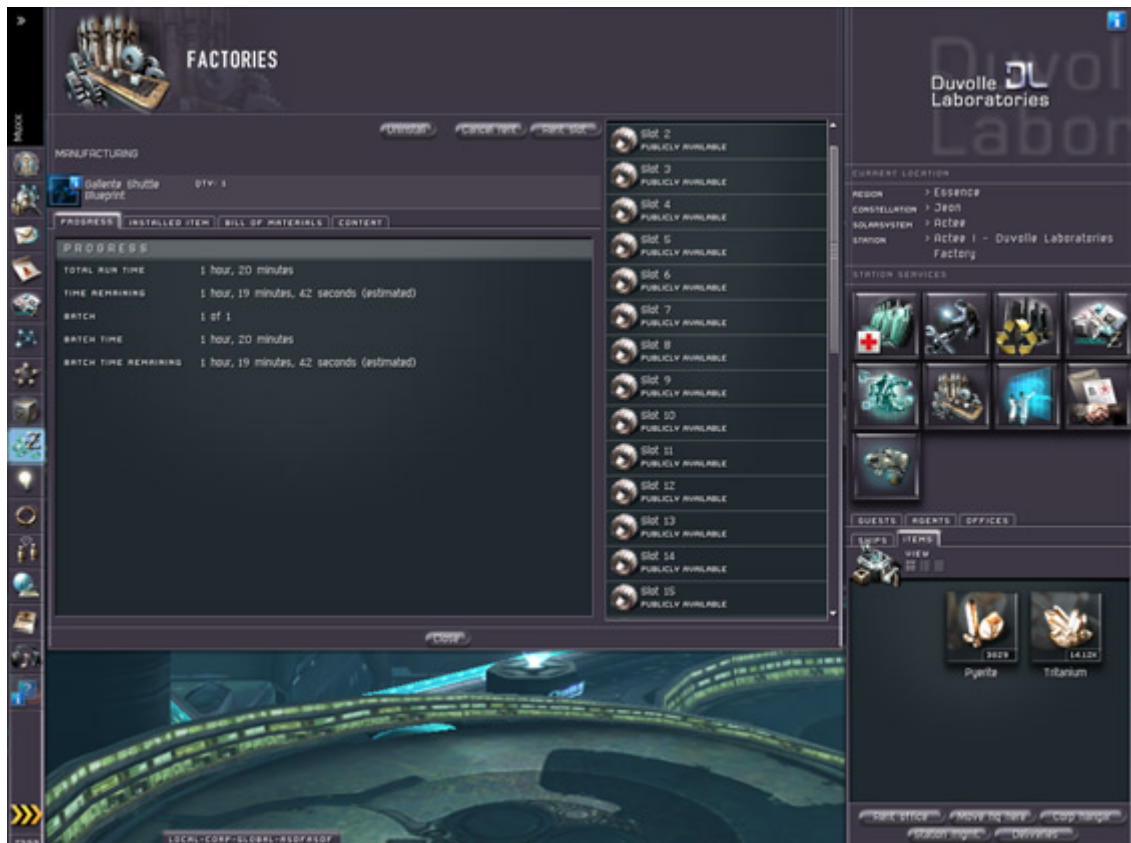
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## JOINING FORCES WITH OTHER CORPORATION PLAYERS

The gang feature is available for players to wish to adventure together though they are in different corporations. See the extensive explanation of gangs in the Customer Support Knowledge Base.



## INTRODUCTION



Most items in the EVE universe are player built so manufacturing is a big part of EVE. Manufacturing covers a lot of ground, from lab research, to building your goods, to selling them. Let's start off with the basics: the skills any production character really needs to have to be effective.

## SKILLS

The most critical skill any production character must have is **Production Efficiency**. After you've gotten it until you reach level 5. Production Efficiency is the single biggest must-have skill to be effective and competitive when producing goods, and unlike many skills, the payoff for reaching level 5 is worth it. An example can best illustrate why this is.

Suppose you and a competitor both have a particular blueprint which is equally well researched (I'll get to research in a bit). You have production efficiency 5 and he doesn't. Let us further suppose that the total inputs listed on the blueprint come to a total value of 1000. You will be able to create the items for the cost of the materials listed on the blueprint, 1000. Your competitor, on the other hand will need 1250 (I'll get into the why of that later on). This may not seem like a lot, but let's take another step on down the road of this example and see what happens when you start selling things.

You look at your goods and decide that a 50% markup on the value of your goods is a decent profit. You price them at 1500 and start selling them. Your poorly trained neighbor now has a bit of a dilemma. He too can try to get 50% profit on his goods, but that means he's going to try to sell the item for 1875. He might get lucky and sell his goods. But then again, he probably won't. He is going to have to suck it up and try to compete with your prices. To do this, he'd have to match your price of 1500. That means he is making a paltry 20% on the value of his goods, not nearly as good of a profit margin as you have.

Other skills are definitely invaluable as well. After PE, number two would be **Mass Production**. This allows the operation of multiple factories. Simply put, this allows you to produce more goods. **Industry** is useful, but you'll get a better increase in capacity through mass production. Five levels of industry will increase your overall capacity for building by 33%. Three levels of mass production will increase your capacity by 300%, plus allow you to build at multiple locations. Give Mass Production a higher priority than training industry, even if it is a level two skill, it's still more valuable for the time you put into it than industry.

Then there are the science skills. These are considerably less important than the production skills. Why? Anyone with 1 level of Science can operate a lab. At 20,000 ISK, science is a very inexpensive skill. And, to do research, players only need view access to the blueprints. Make use of the labs. Everyone in your corporation you trust should have science and be researching something - the only real cost is the lab rental fee. The Science skills (science, metallurgy, and research) only currently reduce the time to research. While this is helpful if you have a lot to research or need something researched quickly, the reality is that you gain a lot more by paying 20k and having another player also does research. However, if you do have a character highly trained in the Science skills though; make sure he/she also has Lab Operations. After all, if you've got a bonus, make sure you can use it as widely as possible. **Lab Operations** is extremely important for small corporations and individuals as well - it multiplies the effectiveness of a limited number of individuals.

## MANUFACTURING SKILL SUMMARY

Skill	Skill Group	Primary Attribute	Secondary Attribute	Level	Notes
Production Efficiency	Industry	Memory	Intelligence	3	Reduces production costs by 4%
Industry	Industry	Memory	Intelligence	1	Reduces manufacturing time by 5% per level. Allows you to operate 1 factory (doesn't increase with additional ranks).
Mass Production	Industry	Memory	Intelligence	2	Increases number of factories you may operate by 1 per level.
Science	Science	Intelligence	Memory	1	Reduces copy time by 5% per level. Allows operation of 1 research facility (doesn't increase with additional ranks).
Metallurgy	Science	Intelligence	Memory	3	Reduces mineral efficiency research time by 5% per level.
Research	Science	Intelligence	Memory	1	Reduces productivity research time by 5% per level.
Laboratory Operations	Science	Intelligence	Memory	1	Allows the operation of 1 additional research facility per level.
Refining	Industry	Memory	Intelligence	1	-2% refining waste per level.
Refinery Efficiency	Industry	Memory	Intelligence	3	4% refining waste per level.

## SELECTING YOUR FIRST BLUEPRINT

Once you have the skills you need for production you need to make some decisions on what to produce. In general, there are two reasons people make things:

- » To provide items to use (either personally or within the corporation)
- » To provide items to sell.

If you have decided to build things to use for yourself or your corporation, you should concentrate on items you know you will use and want more of repeatedly. For an individual, ammo fits this category well. Some equipment and possibly ships may be worth getting if you go through a lot of them. For corporations, any gear that members use on a regular basis is worth having a Blueprint of.

Just keep in mind that that there are many players manufacturing so you need to be smart about how you select what to make to create profit.

When it comes to sales, there is plethora of information available in the market to help you make an informed decision. Hiding in the market screen is historical information on anything and everything you can buy in the market. If you open up the market and drill down and select a single item, you will see the map of the region used in the supply and demand displays. This is what most people use the market for and are familiar with. There's a lot more information though for the discerning player who is planning to build a mercantile empire.

Specifically, I'm referring to the history tab. If you click on this, you can see how well an item has sold over a period of time. By adjusting the combo boxes on the left, you can view how well an item has sold at the station or throughout the region. You can see how many items have sold each day, the high and low prices, plus the average. While this may seem a bit dry, it's invaluable information for planning what you're going to sell.

## BLUEPRINTS

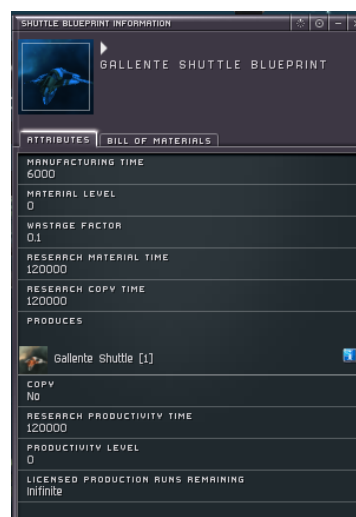
As the blueprints are central to production, we are going to cover what the information on a blueprint means in considerable detail. Once you have a blueprint in your cargo hold, you can right-click on it to get detailed information about it. Here is a screen capture of an Antimatter hybrid charge blueprint. One thing should be noted is that blueprint stats do not take into account any skills you possess (or lack). They do take into account any research which has been performed on them.

**Manufacturing Time:** This is the amount of time in seconds it takes to build one run of the item.

**Mineral Level:** The mineral level indicates how many times the blueprint has undergone mineral research.

**Wastage Factor:** This is a confusing number in many respects.

There are really two kinds of waste involved in building things. The first, which can be called incompetence waste, is based on the level of a character's Production Efficiency skill. This value refers to the other, which we can call design waste. The design waste is dependent on the blueprint's levels of mineral efficiency. It adds an additional amount of each type of mineral to the overall cost of building an





item with the blueprint. The waste factor, for everything except drones, is figured according to the following formula:

$$(.1 / (1 + ME) )$$

Where ME is the number of levels of mineral levels the BP has. For drones, the formula is:

$$(.05 / (1 + ME ))$$

**Research Mineral Time:** This is the time, in seconds; it takes a player with level 0 Metallurgy to increase the blueprint's Mineral Level by 1. This number is typically 2400 for ammunition and drones, 12000 for equipment, 120000 for frigates, 240000 for industrials and cruisers, and 360000 for battleships.

**Research Copy Time:** This is the time, in seconds; it takes a player with level 0 Science to create a copy of the blueprint for one half of the blueprint's maximum number of licensed production runs. This number is typically 2400 for ammunition and drones, 12000 for equipment, 120000 for frigates, 240000 for industrials and cruisers, and 360000 for battleships.

**Produces:** This is the name of the item you will end up with if you plug the blueprint into a factory and manage to build an item.

**Copy:** This simply states whether the BP is a copy or an original. This is how you tell the difference. If you are buying a blueprint original from someone, be absolutely certain that you check this value on the item's information to be sure it is not a copy.

**Research Productivity Time:** This is the time, in seconds; it takes a player with level 0 Research to increase the blueprint's Productivity Level by 1. This number is typically 2400 for ammunition and drones, 1200 for equipment, 2400 for drones, 120000 for frigates, 240000 for industrials and cruisers, and 360000 for battleships.

**Productivity Level:** The productivity level indicates how many times the blueprint has undergone productivity research.

**Licensed Production Runs Remaining:** When you copy a blueprint you have to decide how many runs the blueprint will be good for. The more runs you set, the longer the blueprint copy takes to make. Each run remaining allows 1 batch of the item to be made in a factory. Typically; ammunition and drones have a maximum of 1500 runs, equipment a limit of 300, frigates can be set with at most 30 runs, industrials and cruisers have a limit of 15, and battleships 10. You may notice that some blueprints have this value set at Infinite (as a result of being copied prior to the patch which implemented this feature). This means what it says: you can use the copied blueprint infinitely without problems.

**Production Batch Size:** This is how many of the item you get for each run of the item you make in the factory. For ammunition this is 100. For rockets and light missiles, it is 10. For everything else, you get 1 per batch.

**Required Ingredient (Per Batch):** This indicates how many units of a particular mineral you need to build one batch of the item. You will have one of these entries for each mineral type required to build the item. This number includes any design waste as a result of low mineral levels on the blueprint, but does not include any incompetence waste as a result of a low Production Efficiency skill. This value is the total of what I call the base ingredients (not shown on the BP) plus the wasted ingredients.

**Wasted Ingredient (Per Batch):** The wasted ingredient is just that, the number of units of extra minerals you must use due design waste. You will have one of these entries for each mineral type required to build the item. Ideally, you want this number to be less than 1 for each mineral. This number is derived from the base mineral requirements (not shown on the blueprint) times the Wastage Factor.

Something which is not on the blueprint, but which is a valuable statistic, is the base amounts of each mineral needed to make something, which I refer to as the base minerals. This can be figured out by taking the required ingredient and subtracting the wasted ingredient for each mineral (tip: if you haven't researched any mineral levels yet, the base minerals are ten times the wasted ingredient for most items, and twenty times for drones). The base minerals are the starting point which everything else gets computed from for constructing items. They are also the amounts to start from when determining how much you get for recycling an item.

## FACTORY OPERATIONS

We're going to walk through the actually factory wizard, to get a good overview of how to make factories work.

The starting point for installing any job in a factory is the Factory Window. The screen capture is a sample of what you might see if you were to click on the factory button at a station. You should note that all the examples here are presented from the viewpoint of a corporation member. If you are an individual operating a factory without the assistance of a corporation, the steps are nearly identical, save that you won't have to choose which hangar to use on various steps.



On the right side of our factory window, you will find a list of all of the factories present on the station. Currently, on stations which sport factories, there are 36 factory slots in total available. Each of the factories will be listed as being in one of the following states: **Publicly Available**, **Rented**, **Rented to your corporation**, or **rented to you**.

Publicly available factories are available to rent; you click on the 'Rent Slot' to rent them. If you are a member of a corporation with an office at this base and you have the factory manager role, you'll be prompted to decide if you want to use the corporate hangar or not. The next dialog informs you of how much the rental fee is - if you answer no here you don't have a spot to build things, so I recommend saying yes.

Rented factories are ones which have been rented to either individuals other than yourself or corporations other than yours. You can't identify who has individual slots rented; they all are just listed as Rented. Slot 7 on the screen capture above fit this category.

Factories showing Rented to your corporation's name have been rented for the usage of your corporation. Some of these slots may show items which have been installed into the slots.

A factory listed as Rented to your character's name are ones rented to you personally. Like the slots rented to your corporation, these may also have items installed into them.

This leads us to installing an item. First, you want to click on a slot. This will highlight it. Once you have done this, you may use the three buttons at the top, depending on the current activity of the selected slot.

The **'Rent Slot'** button is only of use when you have selected a Publicly Available slot. It allows you to rent the slot for your (or your corporation's) use. If you choose to rent this for your corporation, it will be available for use by members of your corporation; otherwise it is only available for your personal use. A

dialog such as the one to the right will be displayed, letting you make this decision. You will then be informed of how much the rental is for.

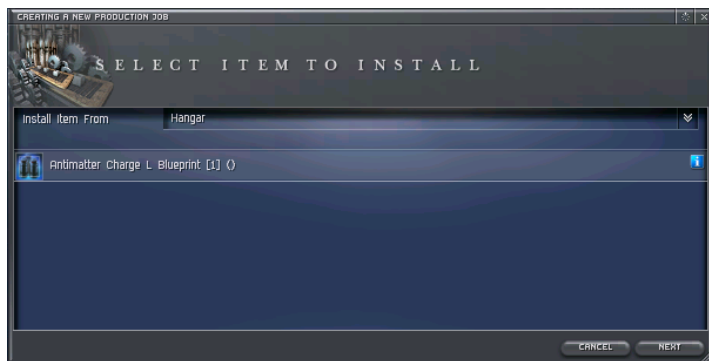
The '**Cancel Rent**' button is only of use if you have selected a slot which you or your corporation has previously rented. It will simply cancel your rental of the lab.

The last button, the '**Install**' button, only works if you have a slot which contains a factory you or your corporation has rented selected. It is the meat of the Factory window as it initiates the factory wizard in a factory slot you or your corporation has previously rented. A word of caution about the factory wizard - the dialog is modal; therefore you can not switch the focus between it and other windows (such as one of the chat channels). All of the factory wizard screens have 4 buttons: Back, OK, Cancel, and Next. Back will take you back to the prior step in the wizard (unless you are on the first step, in which case it does nothing). The OK button is used for the final confirmation; it does nothing on the other steps. The Cancel button works during any step and will abort the lab wizard, closing it. Finally, the Next button will take you to the next step in wizard (unless you are on the last step, in which case nothing occurs).

The Install button will also become an 'Uninstall' button if a job is already installed in the slot by you or a member of your corporation. If you click on the Uninstall button, it will eject the blueprint and its ingredients from the factory back to the hangar they came from. However, you will lose one-half of the minerals being used in the current batch, so use this button sparingly.

## THE FACTORY WIZARD

When you begin the factory wizard via the **install button**, your first screen will ask you what hangar you wish to select an item to install from. This is the hangar containing the blueprint you want to install, and can either be your personal hangar or your corporation hangar.



Click on the double down arrows drop down a list to select the hangar from. You need to have view access to the hangar containing the blueprint you are selecting. When you have selected the hangar you wish to use, a list of all the available blueprints in the hangar will be displayed. Click on the blueprint you wish to install, highlighting it, then click on the next button.

You will next be asked to select a hangar for the mineral inputs to be taken from if you selected a blueprint from your corporation hangar. Click the double down arrow to drop down a list of the hangars, and select the hangar you want to use. Note that you must have access to take items from this hangar. Once you have the hangar selected, click on the next button.

You will now be asked to select a hangar where you want the product to be output to. This will be the hangar your finished goods (the item listed in the 'Produces' entry on the blueprint) end up in. You are not required to have any access permissions for this hangar at all. Once again, select the hangar using the drop down, and click the next button when you are satisfied with your selection.

You will now be asked how many batches you want to make of the item. It is important at this step to understand the distinction between batches and how many items you end up making. A batch is one run of the blueprint. This is not necessarily how many items you will end up with. Some blueprints create more than one item per run (notably ammunition). The 'Production Batch Size' entry on the blueprint will tell you how many items you get per batch. For example, the Phased Plasma M has a Production Batch

Size of 100. So if I wanted 2000 rounds of that ammo, I'd want to do 20 batches. To set the number of batches you want to make, you can either enter the value using the keyboard or use the + and - buttons on the right. Once you have the number of batches you wish to make, click on the next button.

The final display will be a summary of what you have specified. This is the last screen and once you click on the ok button, the job will be installed, so take this last moment to confirm that everything is correct. Once you click ok, the job will be installed and the factory wizard will close.

There are two values to consider with factories, the amount of each mineral consumed, and the time per batch. I'll present the simple formulas first, which use the values already figured on the blueprints, then present the full formulas which take into account research on the blueprint (and allow you to check different values for what if cases).

The amount of minerals consumed, per batch is equal to:

$$(1.25 - .05 * \text{Production Efficiency Skill Level}) * \text{Required Ingredient}$$

The amount of time it takes to run each batch is equal to:

$$\text{Manufacture Time} * (1 - .05 * \text{Industry Skill Level})$$

The full formulas taking all factors into consideration are:

$$(1.25 - .05 * \text{Production Efficiency Skill Level}) * (1 + (\text{Base Waste Factor} / (1 + \text{Blueprint Mineral Efficiency Level}))) * \text{Base Minerals}$$

$$(\text{Base Manufacture Time} - (5 / (1 + \text{Productivity Level}))) * (1 - .05 * \text{Industry Skill Level})$$

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## LABORATORY OPERATIONS

The steps involved in operating a lab is similar to that used for factories, however the exact steps are different enough to warrant its own walk through. The best place to start is the Research Facility Window. The screen capture below is an example of what you might see when you open up the research facility window at a station. Note that in my examples which follow, I am presenting the steps as seen by a member of a corporation. If you are doing research in a lab you have rented privately, the procedure is nearly identical, save that you won't have to decide which hangar to select items from and send them to.



On the right side of the window is a list of all of the labs which exist at the station. Currently, there are 36 lab slots available at each station. Each of the labs will be in one of the following states: Publicly Available, Rented, Rented to your corporation, or Rented to you. Publicly Available slots are just that, available for rent by anyone. Slots 22-26 on the screen capture show this state. Slots which are listed as Rented, such as 14, 16, and 21, are not currently available for your use, they have been rented by another player or corporation. You can't actually see who other than yourself or your corporation has

rented a particular slot, they just show up as Rented. Slots rented to you personally will read Rented to Character Name, where character name is your character's name. In our example, Slot 17 is listed as 'Rented to Dawnstar', which is my character's name, so the slot is available for my personal use. Finally, slots can be rented to your corporation as well, in which case the slot will read Rented to Corporation Name, where Corporation Name is the name of your corporation. The screen capture shows slots 15, 18, 19, 20, and 22 as Rented to Kiroshi Group (which is the name of the corporation I belong to). You may also have noted that some of the slots have items in them currently indicating that they are in use. Slot 18 for example indicates that it is rented to Kiroshi Group and currently has an Omen blueprint in it.

In addition to the lab list on the right, there is also the large pane on the left and the buttons at the top (and of course the close button which closes the window). The pane will list general information about the various slots, including which ones you can view and which you can use. The buttons at the top come into play when you select a particular slot.

First, click on a slot. This will highlight it. Once you have done this, you may use the three buttons, depending on the current activity of the selected slot.

The **'Rent Slot'** button is only of use when you have selected a Publicly Available slot. It allows you to rent the slot for your (or your corporation's) use. When you rent a slot, the first thing you may receive is a dialog asking if you wish to rent this slot for use by your corporation. You will only get this dialog if you have factory manager rights and your corporation also has an office at the station. If you choose to rent this for your corporation, it will be available for use by members of your corporation, otherwise it is only available for your personal use. Regardless, you will also receive another dialog informing you of the rental cost for the lab slot. I recommend approving the rental as otherwise you won't be able to use the lab.

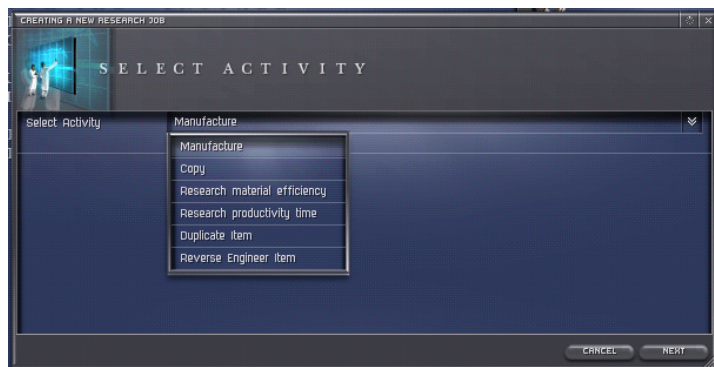
The **'Cancel Rent'** button is only of use if you have selected a rented slot. It will simply cancel your rental of the lab.

The last button, the **'Install'** button, only works if you have a slot which contains a lab you or your corporation has rented selected. It is the meat of the Research Facility window as it initiates the lab wizard in a lab slot you or your corporation has previously rented. One caution about the lab wizard - the dialog is modal, and therefore you can not switch the focus between it and other windows (such as one of the chat channels). All of the lab wizard screens have 4 buttons: Back, OK, Cancel, and Next. Back will take you back to the prior step in the wizard (unless you are on the first step, in which case it does nothing). The OK button is used for the final confirmation; it does nothing on the other steps. The Cancel button works during any step and will abort the lab wizard, closing it. Finally, the Next button will take you to the next step in wizard (unless you are on the last step, in which case nothing occurs).

The Install button will also become an 'Uninstall' button if a job is already installed in the slot by you or a member of your corporation. If you click on the Uninstall button, it will eject the blueprint from the factory back to the hangar they came from.

## THE LAB WIZARD

The lab wizard has several steps you must proceed through to set up a job in a lab. The first of these steps is to decide which type of lab job you wish to perform. You will see a combo box with Manufacture in it and a double arrow on the right side. Clicking on the double arrow will cause a drop down to appear which lists all the potential activities. These



possibilities include: Manufacture, Copy, Research mineral efficiency, Research productivity time, Duplicate item, and Reverse engineer. Currently, **only Copy, Research mineral efficiency, and Research productivity time are available**, the others will let you walk through the wizard, but you will get a failure message at the end.

### RESEARCH MINERAL EFFICIENCY

Researching Mineral Efficiency reduces the design waste of a blueprint. This waste is the value which shows up on your blueprints in the Wastage Factor and Wasted Ingredient entries.

The waste factor, for everything except drones, is figured according to the following formula:

$$(.1 / (1 + ME))$$

Where ME is the number of levels of mineral levels the BP has. For drones, the formula is:

$$(.05 / (1 + ME))$$

In our example blueprint, the Merlin uses the former formula, or  $(.1 / (1 + 5))$ , which ends up as .0167 roughly.

The amount of time it takes to do one level of Mineral Efficiency Research is equal to the blueprint's Research Mineral Time \*  $(1 - .05 * \text{Metallurgy Skill Level})$ . One tip here, if you have an un-researched blueprint, the number of mineral levels to eliminate all design waste on the blueprint is equal to the single highest Wasted Ingredient on the BP, rounded down (this can also be figured by multiplying the base waste factor - .1 or .05 by the base mineral needs with the highest value).

### RESEARCHING PRODUCTIVITY

Researching Productivity is the second activity you can perform. Additional levels of Productivity will reduce your blueprint's manufacturing time. I only recommend doing this for ammunition or if you have some extra lab time which you don't have anything better to do with. Currently, it will at most shave five seconds off your production time. This is significant for ammo, but when you are dealing with the larger ships, it's insignificant.

Productivity levels reduce your manufacturing time by  $5 / (1 + PL)$  where PL is your blueprint's productivity levels. The amount of time to perform one level Productivity Research is equal to the Blueprint's Research Productivity Time \*  $(1 - .05 * \text{Research Skill Level})$ .

## COPY

Copy will create a duplicate of the blueprint you select. Research mineral efficiency will increase the blueprint's mineral efficiency level. Research productivity time will increase the blueprint's productivity level. Once you have selected an activity you wish to perform, you need to click on the next button to move onto the next step in the wizard.

A copy is just like the original with the following restrictions: You can not do further research on a copy and the copy is only good for a limited number of production runs (with the exception of 'pre-patch' copies which are good for an infinite number of runs).

The time to copy a blueprint varies according to the number of licensed production runs you set. The copy time listed on the blueprint is the time to copy off a blueprint for a number of production runs equal to one half of the maximum you can set. So the time works out to be equal to the Blueprint's Research Copy Time \* 2 \* Number of Licensed Production Runs \* (1 - .05 \* Science Skill Level) / Maximum Number of Licensed Production Runs.

At this point, you will be prompted to select an item to install. First, click on the double down arrow to select the hangar the blueprint you wish to research is in. In my case, I scroll down to find the Production hangar, which is where we keep our blueprints. Once you have selected the hangar, the blueprints will be displayed (see screen capture below). An important item at this step is that you need to have view access to the hangar the blueprint is in. Select the blueprint you wish to install (this will highlight it) and then click on the next button.

The next screen which appears asks you to select a resource hangar. Currently, it doesn't matter which hangar you select, as none of the currently functional options require any resources. So, go ahead and leave it where it is currently set and click on the next button.

The next screen will only appear if you are making one or more copies of your original blueprint. It will ask you how many runs the copies should be licensed for. You can set this anywhere from 1 to the maximum number of licensed runs. The maximum number of licensed runs will be displayed on the wizard (and the text box will have this number listed by default). I generally make the number of runs the maximum. One comment here, the number of licensed runs you select affects the speed of making the copy. A copy capable of making half the maximum number of runs will take an amount of time equal to the Research Copy Time listed on the blueprint. A copy with the maximum number of runs will take an amount of time equal to twice the listed Research Copy Time. Fewer licensed runs take proportionally less. Once you have set the number of licensed runs to your satisfaction, hit the next button.

The final step is confirming that everything you've set up to this point. You will see a summary of everything. If you are satisfied that everything is correct, hit the OK button to finalize your selections (this is the point of no return where the job actually goes into the factory). If there is a problem with what you've done, either cancel and start over, or use the back button to step back and make the necessary corrections. The Next button doesn't work at all for this step.



# DEADSPACE COMPLEXES GUIDE

## ABSTRACT



There are certain areas scattered around space that are unsuitable for warping into due to a natural phenomena. These areas have been known for some time and were early on dubbed “deadspace”. But it is only recently that the strategic usefulness of these special areas has been discovered. Someone got the bright idea that instead of warping or jumping into deadspace, one might be able to use the ancient acceleration gates (the precursors to modern gates) that simply catapult vessels, much like a slingshot, through space. This worked and is now giving anyone with the access to the technology the opportunity of building and defending pockets in deadspace and limiting access to them by controlling the gates. Now everyone, ranging from empires to pirate factions and even sentient rogue drones, are scrambling to set up various enterprises in deadspace ranging from recreational facilities for the wealthy or homes for the elderly to naval shipyards and asteroid processing fields.

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## WHAT IS A DEADSPACE COMPLEX?

A deadspace complex is a string of deadspace pockets, connected with ancient acceleration gates. To get from one pocket on to the next one, one needs to activate the acceleration gate and there are several methods possible to achieve that, depending upon the gate itself.

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## GETTING IN

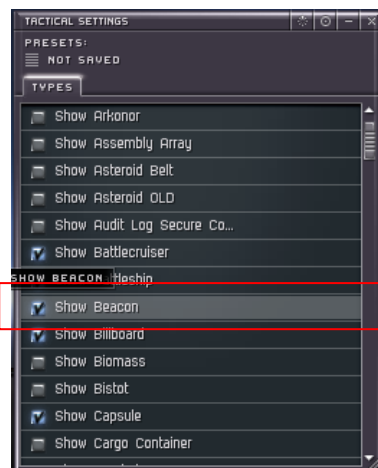
To get to a deadspace complex it is most common to have to first find its celestial beacon and warp to it. In some cases one might have to scan for the entry point if it is something else than a celestial beacon.

It might even be necessary to fly between moons looking for complexes, when its owners have gone overboard on paranoia and hidden their operations thoroughly.

To see the beacon in your Overview display you need to check “Show Beacon” in your Type Selector:

- » Click on the row of bars in front of the text “Overview”
- » Select “Type Selector”
- » Locate “Show Beacon” and check it.

Now when you enter a solarsystem that has a deadspace complex you will be able to see an entry in your Overview scanner window.



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## WHAT DO I DO?

Presuming you want to explore the entire deadspace complex, once you arrive at the complex you will receive an incoming message giving you some information about the complex and it's difficulty level.

**+ Some complexes are very challenging and can not be completed by a solo player.**

Then you simply need to determine where it is likely that the key to the acceleration gate is hidden. Then you simply need to go for it, and be forewarned – its keepers will hold on to it with dear life. Not all gates need keys, and in those cases you need to try them out and see what they require (should you not meet requirements, you will receive notification thereof).

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## WHAT DO I GAIN?

Firstly, there is a lot of money to be made. For example the deadspace pirates normally have a generous bounty on their heads, which you are automatically given when you eliminate the threat.

Secondly, the deadspace complexes are an exciting option for those wanting to fly around on their own as well as for those that find most comfort in spending time and excitement with a gang or even a fleet of allies.

Thirdly, deadspace often harbors secret laboratories, supply depots, shipyards experimenting with new equipment and vessels fitted with or carrying enhanced equipment that can be looted.

So it is money, excitement and loot, sweet loot...

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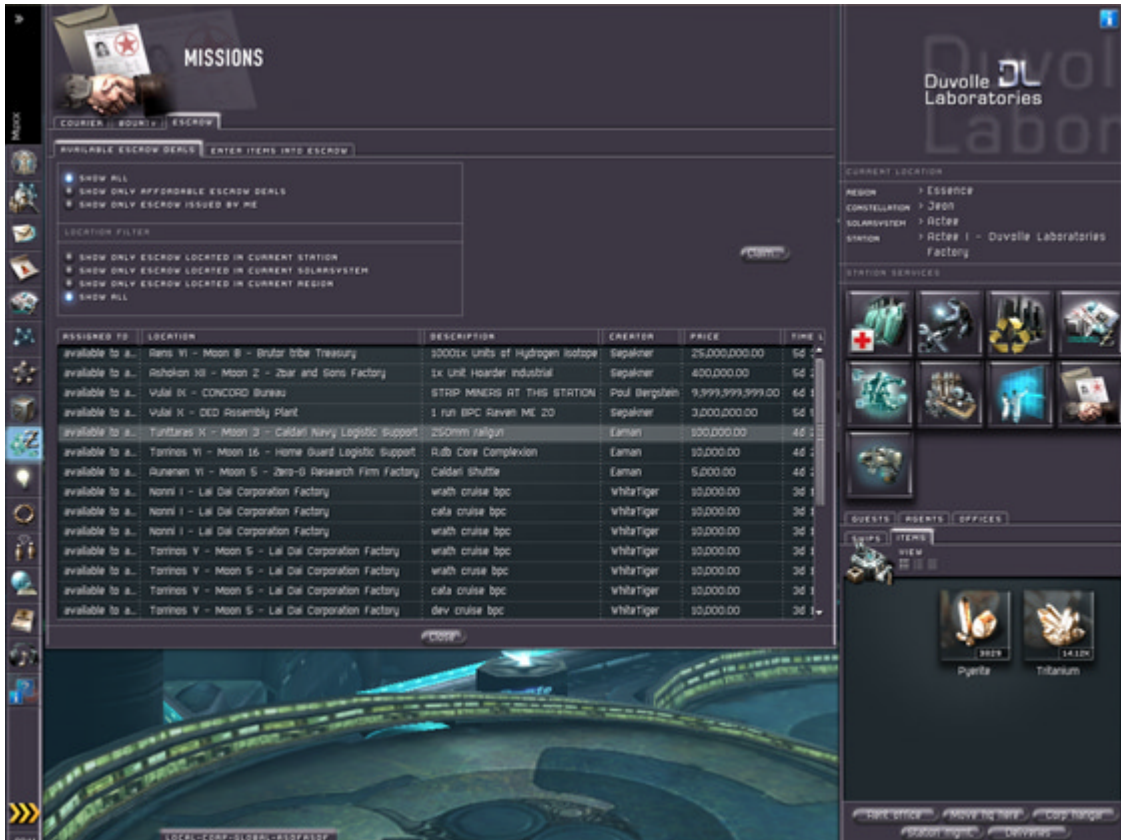
## **MORE ON ANCIENT ACCELERATION GATES**

The gates are generally activated with a key, passcard or cipher. It is normally held by an entity (Deadspace Overseer) in the same deadspace pocket as the gate is in, found in an on-site structure such as an asteroid colony or a control tower (normally located centrally in every deadspace pocket) which you need to blow up and loot or the key is simply stored in a secured and guarded container.

# CHAPTER 14 ESCROW



## INTRODUCTION



The Escrow system is used for 2 things: 1) Trading, and 2) Item Exchange. You might find it odd that it is located under the mission category, but the fact is that the EVE community invented the use of the Escrow system for selling and exchanging items and was not the intended usage. Showing how ingenious our users can be.

## TRADING

Trading using the Escrow is very easy and convenient as it can be done remotely. Although it follows conceptually from simple item hand-off, the mechanics and consequences are slightly more complicated.

Another benefit is that the Escrow is bound by the regular markets' Solar system Market Range, and can be seen by everyone within EVE, but note that the Escrow market only shows 1000 entries each time so there are a lot more items for sale than what you see if you select "See All". To counter that you can select the other 3 options for range.

- The new market now has many of the name items listed so check there as well when finding the best price

## SELLING ON ESCROW

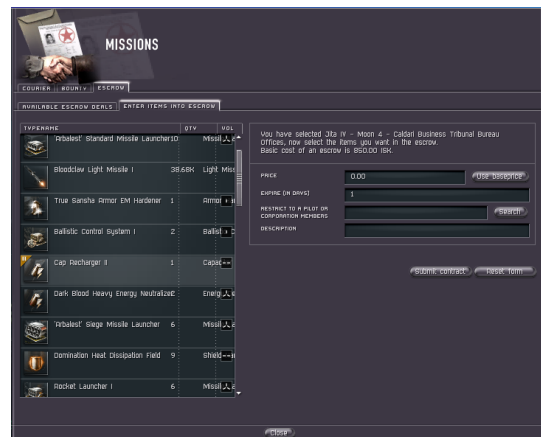
Once explained, the system for remote trade is painfully obvious. There are four items you have to enter, which are: Price, Expire Date, Restrict to a Pilot, and Description.

### Price

This is of course the price you want to get for the item you are selling.

### Expire

Each contract has a maximum life of 7 day's, so if this is item that will picked up immediately then you only need to enter 1 day. Even if you enter 7 day's and then want to retrieve the item(s) from the escrow then you can always open the "Available Escrow Deals", check the "Show only Escrow issued by me", click on the Escrow contract and then press the Cancel button in the upper right corner.



### Restrict To a Pilot or Corporation Member

If you have already negotiated a price with a player then enter the name of the player here so only they can claim the Escrow. Otherwise if you want to make your escrow available to all players then don't type in anything in the restricted field.

### Description

Type in a description of the item, but this is what other players will see as a description of the item. There are players that list items on Escrow as high valued items when in fact they are not. These types of market hoaxes don't get unnoticed by other players and they will give a negative personal standing towards those that practice that. That in turn will affect your reputation and might hinder you in trading later. So be aware that actions like that do have consequences even though they are perfectly "legal".

### Cost

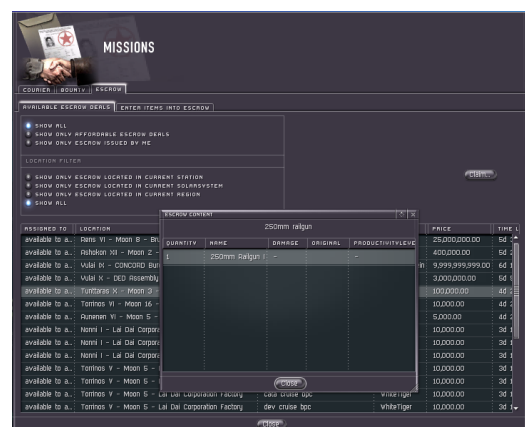
Each Escrow transaction costs the seller 850 ISK for setting up an Escrow mission. It does not cost the buyer anything to buy using the Escrow system.

## BUYING ON ESCROW

Buying is also quite easy, as the only thing you need to do is to locate the item you want, selecting it and pressing the "Claim Escrow" button in the upper right corner. There are though some things you should always do to prevent being the victim of a market scam.

### Checking Item

Always check the item you are looking to buy by right clicking on the item and selecting "Inspect Merchandise". This will open the Escrow Contract and display the actual content. As players have complete control over the description then the Escrow might say "Raven Battleship" and in fact be 1 unit of Tritanium, and you hardly want to buy that for 100M ISK!



You can also check the item itself by pressing the blue “i” button, and get complete info just as on the market.

## Checking Location

Before claiming an Escrow contract (buying), you should also check the location of the item by typing in the solar system name in the search box on the People & Places window. But some of these items are in 0.0 space and if you don't want to risk entering 0.0, then don't buy it. Alternatively you could EVE-mail the seller and ask them if they can deliver.

## Checking Price

This really goes without saying, but remember that there is no warning when you buy above market price as on the regular market. So it is recommended that you monitor the Escrow market a bit first to get a feel for what is a good price and what is not.

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# MATERIAL HAND-OFF

## SAMPLE SCENARIOS

Your corp mate mentions he is desperately looking for an item and needs to find one in the next hour, but he is having no luck. Perhaps you have this very item in your personal hangar at your corporation headquarters, but you are currently on assignment picking up a blueprint thirty jumps out. Your corp mate is at HQ, but does not have access to your personal hangar.

Your group is relocating to another region of space. It's a long haul, but you don't have the industrial skill to help with the move. Having scouted out the new home and rented a new office, you are there already, only without all of your equipment and minerals. Your friend is about to leave the old HQ and has plenty of room for your stuff, but you cannot give it to him without traveling all the way there (and back) again.

You are on a group mining operation far out in zero-sec space. You have just spent some hours ferrying unrefined ore back and forth from the mining site to the nearest refining station, 13 jumps away. You've accumulated quite a pile of Bistot and Crokite, but intend to pass it on to one of the miners with a high refining skill (who is still out in the belt). You need to leave because RL is interfering with your play time. The refining guy is 13 jumps out and you simply can't afford to wait for him to trade him the ore – you have to log off ASAP.

Actually, all of these situations can be solved by the Escrow mission system. The four relevant characteristics of the Escrow system are: the ability to choose any item in your asset list regardless of distance, (temporary) transfer of item possession, the ability to set price to zero, and the ability to render a mission only accessible to a certain individual or corporation of your choosing.

## MECHANICS OF TRANSFER

The steps are identical to the ones for selling on Escrow as listed before, except that the price should be set to 0 in the price field (if you are not charging) and the name of player (e.g. TumbDrum) should be entered in the restricted field. This will allow TumbDrum to claim the escrow without having to pay anything.

# TIPS AND ADVICE

Loosing ships, items and getting podded, is all a part of EVE. However, there are several ways to increase the safety of your characters and minimize potential losses. I guess most of you already know how to use most of the features I will list. Nevertheless, you would be surprised to know how many cases we see, where players could have avoided big losses by just using simple ingame features and being a bit more careful. So here is a list of useful safety measures that can help to keep your clone contract unused.

- » Don't play the game in AFK mode. This game is not designed with this kind of playing style in mind and you should NEVER consider your ship and character safe while being away from your computer.
- » Enter space with security status below 0.5 at own risk. You can NEVER expect to be safe in unsecured space regardless of sentry guns and such.
- » Insure all ships you are using, especially the expensive ones. Since the time of an insurance contract was changed to 12 weeks, it makes sense without doubt to buy the most expensive "platinum" type of insurance. At least for those who play quite frequently.
- » Don't expect CONCORD to keep you immune to attacks or ship losses. Like in the real world, law enforcers often arrive too late at the scene of the crime and even though being able to punish the criminal, can't always prevent the crime.
- » Don't rely on Sentry Guns to keep you a 100% safe. Especially not when traveling in unsecured space. There are several tactical ways to avoid sentry gun fire, which are NOT considered to be an exploit.
- » Use map filters such as "ships destroyed in the last hour" to spot possible player pirate camps and other dangerous areas.
- » Use the local chat channel to see what's happening within the system when you have just jumped in.
- » Use Warp Core Stabilizers to avoid being warp jammed. The more, the merrier. When you are warp scrambled you are not dead yet. You can still escape by moving away from the spot if they didn't webify you. For this, double click on empty space.
- » Use the auto-scanner and set it to alert you when anyone in scanning range is a potential threat to you.
- » Keep an eye on local - if people warp jam your ship offer to pay them to stay alive - sometimes it works and any chance is better than none.
- » Even in low sec space some stations have sentry guns - so if things get desperate its better to retreat to a station with sentry guns than a Jump Gate which wont.
- » The safest locations in low Sec space are in the middle of nowhere. If all gates are being camped and there are no Stations with Sentry guns to retreat to, bookmark a few locations while in warp, and then Warp back to one of your bookmark. Sit it out here but be ready to warp to another of the bookmarks if anyone finds you.

- » If you are mining in low sec space, align your ship with your warp out destination, this saves you time turning your ship when you need to make a fast getaway. Handy if you are in a battleship with a turning circle like a brick on ice.
- » When cloaked and stationary at a camped gate hit MWD set to manual for a 10 second burn; by the time you come uncloaked and hit your destination the last bit of MWD will spin you around and get you into warp a lot faster
- » To make a good safe spot click on "add bookmark" in your places folder while in warp then find that bookmark before you come out of warp and go to it and then find another spot off that track to warp to and do the bookmark thing again .This will place you between 3 points and make you very hard to find.
- » Keep your clones up to date!
- » Ensure that your autopilot is always set with a location in a different system. That way you can get to Warp (and away from danger) very quickly by just clicking the engage Autopilot button.
- » TREAT EVERYONE AS HOSTILE unless you know otherwise, i.e. if you don't know someone as a friend or acquaintance assume they are planning to kill you and watch them at all times.



# LEGAL SYSTEM

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## INTRODUCTION

Each character in EVE has a security status. Certain predefined actions or crimes, such as attacking other players or getting caught carrying contraband in a system where it is forbidden, will affect a character's security status. Additionally, the world of EVE is divided into zones of varying security levels. These determine which crimes affect security status and to what degree. Zones with Security Level 0 are completely lawless.

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## EFFECTS OF SECURITY STATUS

The effects of a low security status vary widely, ranging from access restrictions to certain zones, direct attack by an empire authority or having bounties issued on one's head.

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## NEW PLAYER PROTECTION

New characters enter the EVE world in high security areas of space, heavily guarded by police ships and sentry guns. Zones with lower security levels are more lucrative in terms of being places to find the highest quality items and opportunities, giving players the incentive to venture further out as they gain skill and experience.

The most powerful characters of various professions – merchants, miners, pirates, bounty hunters, etc. – are all able to maximize their profits in the uncontrolled regions where no laws apply, provided they can hold their own against other players who might profit from their deaths.

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## STEALING ITEMS

You can steal another player items to a limited extent. When a ship is destroyed, some parts of it will revert into the ship's cargo container and will be left floating as space debris. This container can be opened and emptied by anyone.

You cannot loot the cargo container of a ship that is intact or steal from another character's private hangar.

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## STEALING SHIPS

You can not steal an occupied ship or a ship in a space station. On the other hand you can steal an abandoned ship. To do this, you will have to eject from your current vessel to board another.

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## FACTION STANDINGS

Faction standing is the measure of the relationship a character has with various NPC corporations. Every NPC that a player deals with belongs to an NPC corporation. All NPC corporations have faction standings between themselves, as well as with all player corporations.

Faction standing against a certain NPC corporation will rise when the character does something beneficial for the NPC Corporation. Likewise, when a character does something disruptive to the NPC's corporation interests, the faction standing will decrease. For example, if a character kills an Amarr ship, then the faction standing towards the Amarrians will worsen, but it will improve with the Minmatars who are enemies of the Amarrians.

Good faction standing allows a character to gain higher level agents from that NPC Corporation. This can lead to better missions and access to restricted areas or equipment that the NPC Corporation controls.

# ACCOUNT MANAGEMENT

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## INTRODUCTION

Your subscription fee is to cover the following:

- » Access to the EVE Online world which is always open and hosted in datacenter in England. The system is running on over 100 servers, all interconnected.
- » Access to our 24/7 customer support.
- » Free software updates, but unlike console games where you are purchasing the game as-is, the development of EVE as a persistent world is ongoing with frequent updates to add new features and improvements

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## PAYMENT OPTIONS

For your convenience, payment for your EVE subscription can be done in a variety of ways. We accept all major credit cards (American Express, MasterCard, and Visa) or you can set up an account through PayByCash™. More payment options are becoming available and you will see the most up to date list in your account management pages on the EVE website.

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## PAYBYCASH™

PayByCash™ offers payment solutions for customers who wish to pay via check, direct debit (ACH,) bank transfer, CertaPay, money order, PayPal, Western Union, Cyphermint's PayCash system, Citibank's C2it, as well as many other options. As soon as PayByCash™ notifies us that you have placed an order with them, your account will be activated and your free 30-day trial subscription will begin. You then have 30 days to select your preferred method of payment with PayByCash™. Here is a comprehensive list of the payment options available through PayByCash™. Please note that not all payment types are available in all countries. Availability details can be found on the PayByCash™ website.

- » Auto-debit automatic, recurring direct debit from your bank account
- » Bank transfer customer initiated electronic funds transfer
- » Citibank's C2it e-mail money transfer system
- » PayByCash
- » Cyphermint
- » CertaPay
- » Check by Fax
- » hyperWALLET
- » International direct debit
- » Money order or cashier's check by mail
- » PayPal e-mail money transfer system
- » Virtual check one-time direct debit from checking or savings
- » Western Union
- » Money Bookers e-mail fund transfer
- » EGold
- » WebMoney transfer
- » US Postal Service's SendMoney e-mail money transfer system
- » Yahoo! PayDirect
- » Bpay – Australian online EFT

» ACTeCash

There is a small fee for using one of the PayByCash™ payment options that will result in a slightly higher subscription fee for your EVE Online account.

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## REGISTRATION

### FOR BOXED VERSIONS:

Go to the Account Management section of the EVE Online website and follow these steps:

- » Enter the CD key code included with the game.
- » Enter the basic account information.
- » Enter billing information and select subscription type.
- » An e-mail will be sent to the specified address with further details.

### FOR DOWNLOADED VERSIONS:

- » After downloading and installing the game, you will be prompted to create an account. Follow the instructions and select your preferred subscription method. Downloaded versions do not require a CD key and you may disregard key code-related instructions in this FAQ.

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## CONNECTION INTERRUPTIONS DURING REGISTRATION

You should be able to continue by simply starting over from the beginning of the registration process. You will need to enter the key code again. It will be linked to the username used in the aborted session and you will be given two options: continue the session or release the key code and start over. You will not need to use the same username if you elect to start over.

If registration is interrupted before you enter your username, but you have already entered the key code, please contact customer service to request assistance. Please include the following information: your key code, a brief description of the error you encountered that resulted in the aborted registration, and proof of purchase in the form of a jpg file. You may fax your proof of purchase directly to CCP at +354-511-4998. (Note: This is not a toll-free number. Long distance charges may apply.) The question reference number, assigned when you contact customer support, should be included with your fax.

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## ACCOUNT MAINTAINANCE

Unless you are using game time cards, cancel your account or desire to change your payment option, you will not need to manually renew your account. Once you've selected a subscription method, billing interval and have completed your account registration, your subscription will be renewed automatically.

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## ACCOUNT MODIFICATION

Go to the Account Management page and log in with your username and password. When you have logged in successfully, you will be presented with these options:

Create a new account: [register your new account](#)

Modify Existing Account: [view and modify your billing information, monitor or cancel your subscription, or change your password and contact information](#)

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## PASSWORD RETRIEVAL

Go to the Account Management page. Click the Modify Existing Account option, and then click where indicated to retrieve your password. Enter your e-mail address and your password will be sent to you within minutes. The e-mail address must match the one specified in the account profile. If this e-mail address is not current, you will need to contact customer service and verify that you are the account holder before the information can be sent to you.

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## CLOSED ACCOUNT

An account may be closed for various reasons:

The 30-day trial period has ended and no payment option has been specified. All EVE Online accounts come with a free 30-day trial period that begins when the account is activated. When that time period has expired, a payment option must be selected to continue the subscription. Go to the Account Management page, select your preferred method of payment and your account will be reactivated.

The credit card used in the registration process may have expired. Accounts that are paid via credit card will be closed at the end of the last billing cycle if the card has expired. To reactivate your account, go to the Account Management page and enter your current credit card information or select another payment method.

The account may have been temporarily suspended or permanently closed due to inappropriate behavior. Users must follow the guidelines presented in the EVE Online Rules and Policies, which includes the End User License, EVE Online Terms of Service and the EVE Online Forum Rules. Failure to comply may lead to a warning and, subsequently, a temporary suspension or permanent closure of the account.

We reserve the right to close an account without warning if the user has committed an infraction of any of the rules set forth. There will be no refunds given for unused subscription time.

For information regarding your account, contact our Account Status division.

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## CLOSING AN ACCOUNT TEMPORARILY

All information about your characters and their belongings is stored on our servers. If your account is temporarily disabled for any reason, this data will be preserved for several months. You can reopen your account at any time through the Account Management page and restart your subscription.

# SUPPORT

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## HOURS OF OPERATION

Game Masters are on duty 24 hours a day, 7 days a week, including weekends and holidays. Game masters are customer service representatives. They are paid employees and handle all of the customer service for EVE. There are official volunteers in the game as well to help players.

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## FINDING HELP

Always search the Knowledge Base before contacting Customer Support. The information is frequently updated and new articles are added often. In most cases, it quickly provides our players with the answers they need.

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## REQUESTING ASSISTANCE

There are three ways to submit a request for assistance: directly e-mail [Support@eve-online.com](mailto:Support@eve-online.com), file a petition in-game through the "Help" option in the NeoCom or Ask a Question through the Customer Support Knowledge Base.

The more information you are able to give regarding your predicament, the faster and more efficiently the resolution can be made.

### FOR TECHNICAL ISSUES:

Open C:\Program Files\directx\setup and double click on the DxDiag icon. A window will pop up.

Click "Save All Information," located in the pop-up window's lower right corner.

Attach this file to your e-mail or petition.

### FOR GAME PLAY ISSUES:

Include all pertinent information related to your dilemma, such as username and character name, location, a brief but detailed explanation of the problem and how it occurred, and if you have encountered this problem before.

### REIMBURSEMENT REQUESTS:

Be very specific in your recounting of the details regarding your loss. Include the names of stations or system names, a brief but detailed explanation of what happened and what was lost, along with the names of other characters that may have been present or involved. Also note the time when the incident occurred, either by the time shown in the lower left corner of the EVE screen or your local time, noting the time zone. Please note that all reimbursement claims are subject to investigation and may take longer than other petition types. Verification of the loss must be made before any items may be replaced.

Before filing a petition requesting reimbursement, please read our Reimbursement Policy.

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## RESPONSE TIME

Some days, the petition load is heavier than others and it may take longer for the game masters to respond. Petitions are answered in the order by which they are received, according to the seriousness or severity of the issue. Stuck characters or other game-stopping problems take first priority.

Filing a petition as a stuck character issue for any other reason is punishable by death. Okay, it's not really, but it should be. Filing frivolous petitions or intentionally submitting a petition under the wrong category may lead to receiving a warning. Again, we ask you to be considerate of your fellow EVE players and avoid overloading the GM queue unnecessarily or abusing the triage system by which petitions are assessed and resolved.

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## CONTACTING AN IN-GAME GAME MASTER

When you encounter a game master in the EVE world, chances are he's there to assist another player. If he allows himself to get bogged down by chatting with players or trying to resolve issues that have not been properly submitted, then players who have been waiting in the queue before you will have to wait longer for assistance. It is only fair that matters be handled on a "first come, first served" basis, according to the severity of the issue. Please be considerate of others and follow the proper procedure for getting GM assistance.

# PLAYER CONDUCT

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## PUNISHMENTS FOR USING AN EXPLOIT

We reserve the right to review cases involving exploits on an individual basis and take action as we deem necessary. For minor offenses, a formal warning may be issued. A second warning or a more serious offense may result in the suspension of the players' account. Very serious violations or repeated offenses will lead to a permanent ban.

We reserve the right in all cases to determine the seriousness of the offense. We also reserve the right to delete characters and/or items that were gained through the use of exploits. Note that any attempts at hacking the game or the game servers will be dealt with severely, up to – and including – legal action.

## GAME EXPLOITS

The common definition of an exploit is “to use the game mechanics in such a way as they were not intended for the purpose of gaining an unfair advantage over other players.” Due to the ever-changing dynamics involved with maintaining a virtual, persistent world, it can sometimes be difficult or confusing to determine what might be considered an exploit.

Though every effort is made to avoid glitches that enable exploits to be used, they are occasionally discovered. Players have the responsibility of understanding how the game works and keeping themselves informed about changes to the game in order to comprehend what is deemed as an exploit. Those who are charged with employing the use of exploits will be reprimanded, which may include temporary suspension or a permanent ban of the account. Professing ignorance that you didn't know you were using an exploit will not prevent the enforcement of this rule.

Exploits are investigated on a prioritized, case-by-case basis. As received, information pertaining to exploits is entered into a queue. Programmers then ascertain the level of urgency in addressing them and fix them accordingly.

## REALIZING WHAT'S LEGAL OR ILLEGAL

Using the game mechanics in any way to achieve an unintended game behavior is exploiting. Read the forums to stay up to date with known issues and changes to the game. Employing the use of an unauthorized third party program is always illegal. Those who create, distribute, advocate or use unauthorized third party programs will be permanently banned from EVE.

Do you consider it cheating if someone uses a known bug? Yes. The circumstances are irrelevant. All cases where a player manipulates the system or the game world, knowingly or otherwise, will be treated as exploiting and dealt with harshly.

## REPORTING EXPLOITS

Reports regarding exploiting may be sent via an in-game petition or by writing to Customer Support. Please include the exact spelling of the character's name you are filing the report about, the date and time it happened, including time zone, the location where the incident occurred and a brief but thorough explanation of the problem.



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## SCAM

A scam is the act of obtaining goods from other players through misinformation, confusion, pressure or by taking advantage of basic trust. Players enter into business dealings with others at their own risk and are strongly urged to exercise good judgment and common sense when trading. Scams that relate to issues such as password scams or account theft scams are more serious and will result in an immediate ban.

Game masters may intercede if a player illegally obtained items from another through use of an exploit. However, if a scam is reported and investigation shows that exploiting was not involved, depending on the circumstances and the severity of the scam, we may choose not to intervene.

### SPOTTING SCAMS

While we make every effort to create a fun and safe environment for our players, there will be times when someone devises a way to take advantage of his fellow gamers. Knowledge and caution are necessary to avoid falling victim to a scammer.

We will make every effort to educate our community on ways to spot common scams and avoid them. However, the ultimate responsibility for being a smart player lies with the individual. Those conducting scams will be warned, suspended or permanently banned, depending on the severity of the scam as determined by our investigation.

If a deal sounds too good to be true, it probably is. "Buyer beware" should be the credo of all players doing business with casual acquaintances or complete strangers in the game.

### HOW CCP DEALS WITH SCAMMERS

One method that we have found quite effective in the handling of repeat offender scammers is to reimburse their victims from their own ill-gotten gains, particularly when a cheat was used to dupe their victim. Other options include the suspension or permanent banning of his account.

### REPORTING SCAMMERS

Reports regarding scams or scammers can be sent via an in-game petition or by writing to Customer Support. Please include the exact spelling of the character's name you are reporting about, the date and time the offense occurred, the location of the incident and a brief but thorough explanation of the scam.

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## GRIEF PLAY

A grief player or "griever" is a player who devotes much of his time to making others' lives miserable, in a large part deriving his enjoyment of the game from these activities. Grief tactics are the mechanics a griever will utilize to antagonize or fight other players.

This should not be confused with standard conflict that might arise between two players. At our discretion, players who are found to be consistently maliciously interfering with the game experience for others may receive a warning, temporary suspension or permanent banning of his account.

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## HARASSMENTS

Harassment is the blatant abuse heaped upon one player by another above and beyond valid game play interaction. This offense often includes the use of derogatory, hateful, slanderous or sexual comments as well as insults that pertain to religion, gender, nationality or ethnicity. CCP has a zero tolerance for such behavior, as stated in our Terms of Service and violators may be immediately banned.

Players should note that EVE emphasizes player interaction, including non-consensual combat between players. Being attacked by another player, within the parameters of normal gameplay, is not harassment.

### POLICY REGARDING HARASSMENT

Simply put, you may not harass other players. This includes, but is not limited to, hateful, racist, sexually explicit, threatening or harmful comments either through the in-game chat channels, in-game mail or on our message boards. Partial masking and alternative typing of such comments will be punishable by the same standards as the comments themselves.

### PENALTIES FOR HARASSMENT

Players, who have been found guilty of harassing another may be formally warned, temporarily suspended or, in the case of severe or recurring complaints, face permanent expulsion from the game.

### HOW TO DEAL WITH HARASSMENTS AND GRIEFPLAY

In most cases, victims of harassment or grief play can avoid or escape the situation by closing chat channels, employing the use of the “Block” feature or by leaving the area where the instigator is causing problems. Reacting to this type of behavior often feeds the situation and escalates it. Players are cautioned that returning one misdeed for another can result in them facing repercussions; no matter how justified they feel in their actions. As the old saying goes, “Two wrongs don’t make a right.”

If you are unable to make the perpetrator stop by these methods, please feel free to file a complaint. When the option to report harassment is chosen from the in-game petition menu, an excerpt from your chat logs is automatically included with the report.

### HOW TO REPORT GRIEFPLAY OR HARASSMENT?

The preferred method of reporting these incidents is to use the in-game petition message so that chat log excerpts can be captured by our system and included with the complaint. If you have received in-game e-mails that are threatening or meet the harassment criteria, do not delete them. We must be able to verify the contents and trace the sender by seeing them in your Inbox.

Screenshots, logs or text files submitted by players are not considered adequate proof for investigation of any complaints, be it exploiting, scams, grief play or harassment. Screenshots can sometimes be helpful, though their authenticity is always questionable. Text files are easily altered and are therefore inadmissible as evidence.

It is our policy not to discuss actions taken against a player with others. If you file a report about someone you feel was exploiting, scamming or harassing, we will not be able to inform you about the outcome, publicly or privately. Please respect our decision to respect our players' privacy and do not request a follow-up report concerning issues of this nature.

# SUSPENSION AND BANNING

CCP reserves the right to suspend and ban users that for instance misuse, harass, grief, exploit. Below are some general questions and answers regarding suspensions:

**My brother was using my EVE account and did something that caused the account to be suspended. If I promise not to let him use the account again, can I still play?**

In some cases, if the violation is of a serious nature, all accounts linked to the same person are suspended, particularly if items or money passed between them or if more than one account was used in the violations. You may contact Customer Support if you would like to request a more in-depth investigation or file an appeal.

**A guy who got banned for cheating is either playing again on a new account or using someone else's account. If I report him, what - if anything - will happen?**

Upon receipt of allegations like this, such cases are investigated and, if proven correct, the account he is using will also be terminated. Accounts are not closed because they have done something wrong, the person using it has. Therefore, it's the user himself that is banned, not merely the account or characters on an account.

**My account was suspended for a week because I was accused of using an exploit on the 5th. My next payment is due on the 10th. Will I still be charged?**

Yes, you will be charged since a temporary ban assumes you will keep playing after the suspension period has ended. A permanent ban results in the complete closure of an account and the account will not be renewed in the next billing cycle. However, if you have pre-paid for your subscription some months in advance, you will forfeit any portion of unused game time and, as stated in the EULA, will be ineligible for a refund.

**My account was suspended for two weeks. If I cancel my account for a month and then reactivate it, will I be able to play then?**

A suspension is a penalty given against a player who has broken the rules. To permit a player to bypass this punishment by canceling his subscription to "ride out" the suspension would be counter-productive to the effect the reprimand should have. A suspended account that is closed during the temporary ban period, once reactivated, will still be unusable until the suspension has been fully served.

**Why doesn't CCP put up a "Hall of Shame" to keep players informed about who has been suspended or banned from the game and why?**

Suspensions and bans are private matters between CCP and the players involved. Even if players have done something wrong and we felt it necessary to suspend or ban them from EVE Online, we would not want to publicly humiliate them or deny them their privacy.

**The CEO of our player corporation was banned. Can we contact Customer Support and have his belongings transferred to one of our characters or placed in our corporate hangar?**

No, we cannot transfer items from a banned account to another player's account or to a corporation hangar.

**One of my corporation members was banned. Is there someone I can talk to about this? He's a nice guy and I want to help him get his account reopened.**

As mentioned above, the relationship between CCP and our players is private. We will not discuss the actions taken against one account holder with another. Please do not contact us in an attempt to plead the case of a fellow player who has been suspended or banned.

**I have been banned from the EVE Online forum. Will I be banned from the game now, too?**

Not necessarily. When someone is banned from our message boards, we will review his account history to see if he has any serious offenses marked there. If he hasn't, no further action will be taken, though it will be noted on his account that he has been banned from the forum. Should he be under investigation for breaking a rule in the future, this could count against him as the GM renders his decision on whether or not a suspension or ban from the game is in order.

When an account is suspended or banned, however, access to the forums is also suspended or terminated.

**I encountered someone using an exploit in the game. Should I send in screenshots and chat logs to prove this?**

Though we appreciate it when a player alerts us to someone else's disruptive behavior in the game, be it harassment or cheating, it is imperative that this be conveyed to us immediately either by filing a petition or e-mailing Customer Support. A GM will respond as quickly as possible. Due to the possibility of chat logs and screenshots being altered, we may not be able to take player-submitted documents into consideration during our investigation. There's a better chance of verifying and stopping cheaters and griefers if we can witness the actions ourselves.

**Do players always get a warning before they are permanently banned?**

Some of the rules players break is not as serious as others. For lesser offenses, warnings or temporary suspensions may be given. For more serious offenses, an account may be closed without warning. Examples of actions that may be taken for breaking various rules can be found in our Suspension and Banning Policy. This is not a conclusive list, but will give players a general idea of what is expected of them and what could happen if they break the rules.

# TESTING AND THE ENTROPHY SERVER

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## THE DIFFERENCE BETWEEN TRANQUILITY AND ENTROPHY

Tranquility is the “live” server, the EVE game world where most of the action takes place. Entrophy is the test server where players can experiment with new features and changes without risking loss or changes to their favorite characters on the live server.

Periodically, the latest data from Tranquility will be uploaded to the Entrophy server. This process is called “mirroring” and allows players to use their existing characters from the Tranquility server rather than having to start new characters on Entrophy. Data is not transferred from Entrophy to Tranquility, so whatever is done on the test server will not affect characters in the “real” game world.

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## WHY YOU SHOULD HELP

Playing on the Entrophy test server is completely voluntary. Many subscribers enjoy having the opportunity to explore changes or features that are in development before they are introduced on the live server. This helps them to understand how things that will be implemented may affect their characters.

The EVE developers monitor the Patch Review forum and #eve-chaos channel on the Coldfront (irc.coldfront.net) IRC server for feedback regarding the latest build versions. The exchange of ideas between testers and the developers is invaluable to both as they work together to balance and improve the game experience for all of our players.

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## HOW TO ACCESS THE TEST SERVER

The test server is open to everyone, but the information about the accounts and characters is only updated periodically from the live server. You may not be able to log onto Entrophy if your EVE account was created after the last update. From the EVE log in screen, select the “Test” option to enter the test server. A message will be displayed to alert you whether or not the build you have of the EVE client is compatible with what is currently in use on the Entrophy server.

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## LOCATION OF PATCHES FOR THE TEST SERVER

» <http://www.eve-online.com/patches/testpatches.asp>

You should make a copy of your EVE directory for use on Entrophy, patching separately from your normal version. Test patches should not, and often cannot, be used on the live server. Installing a test patch into your regular EVE directory will result in an incompatible client version and you will not be able to connect to the Tranquility server.

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## TEST SERVER AVAILABLE?

There is no regularly scheduled time for Entrophy to be running. It is patched and restarted as needed, but occasionally will experience extended downtimes for any number of reasons. CCP makes every effort to have it up and going as much as possible.

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## GETTING A MESSAGE SAYING THAT YOUR VERSION IS INCOMPATIBLE

There may be days when several builds are released over a short period of time as issues are found and fixed after being discovered through testing. Many times, you can guess the number of the patch you need based on the patch numbers shown on the list as they increase in value by one. Enter the number directly into the browser using this format, inserting the correct codename and replacing the x's with the build number: <http://patch.eve-online.com/test/evepatch.codename.xxxx-xxxx.exe>. For example, the patch for the Castor build from 1283 to 1284 would be <http://patch.eve-online.com/test/evepatch.castor.1283-1284.exe>.

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## HELP FOR ENTROPHY-RELATED QUESTIONS AND PROBLEMS

There is an in-game channel named EVE-Entrophy where players on the test server exchange information. Testers are also invited to join the #eve-chaos channel on the Coldfront IRC server or to participate in discussions in the Patch Review forum on our boards. The petition system is unavailable on Entrophy and Game Masters will not be able to address issues related to Entrophy.

Patrons of #eve-chaos are asked not to use identifying tags, such as corporation tickers, though you will see some names in the user list that do include tags. These are EVE volunteers who can provide you with information or assistance when you are on the Entrophy server. [BH] tags identify the special group of volunteer bughunters who are part of our volunteer program.

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## ROLE OF BUGHUNTERS

Bughunters are not game masters or EVE developers. They are members of the Interstellar Services Department, our volunteer program, who assist our programmers by testing game features and items on Entrophy, filtering bug reports that are submitted and helping to establish a priority for fixes and changes that need to be made. Bughunters do not have special characters or abilities on Tranquility.

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## BECOMING A BUGHUNTER

Although interested players can use the application on the website to apply for other branches of the volunteer program, acceptance into the bughunter group is by invitation only. Leads for the division observe and invite candidates based on participation in the #eve-chaos channels, on the forums and by the quality and quantity of the bug reports they have submitted. The best way to become a bug hunter is to help out frequently and express an interest to someone in the division.

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## GETTING EXTRA STUFF TO HELP IN TESTING

There is a corporation available to all Entrophy players called Fight Club Co (FCC). The offices are located in PF-346, Planet 1. Joining FCC will give you access to all of the items on the live server as well as any items that are being tested on Entrophy before they are introduced on Tranquility.

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## RULES OF THE FIGHT CLUB CO (FCC)

The purpose of Fight Club Co. is to provide people with items for testing without the worries of losing something valuable they have worked to obtain. Entrophy players are encouraged to use FCC inventory to test combat features, also, provided these two simple rules are observed:

- » Combat is by mutual consent only. Since the main purpose of the server is testing, attacking people who may be attempting to test something specific, trying to reproduce a bug or merely minding their own business is not allowed.
- » There is no pod killing without mutual consent. Although Entrophy is periodically updated with new character data from Tranquility, being pod killed may result in the inability for someone to continue testing effectively.

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## CONSEQUENCES OF BRAKING THE FCC RULES

Should you encounter someone who is breaking the FCC rules, report it to a member of the BH squadron immediately. If none are available, make a post on the Patch Review forum. Do not try to exact revenge yourself. Please try to maintain a sense of propriety and remember that stirring things up on the forum only serves to escalate problems more often than not. Each case is investigated individually when a complaint is received. Repeat offenders may be temporarily or permanently banned from Entrophy.

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## JOINING THE FIGHT CLUB

If you own shares in your current corporation, you will not be able to join FCC. To correct this, make a new corporation on Entrophy, then resign from it. Those who need money may request it in #eve-Entrophy in game (but generally most players will not give it to you).

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## HANDLING OF BUG REPORTS

Frequently, a bug will require more than one report in order to be fixed due to the complexity of some issues. It isn't always possible to pinpoint what is causing the problem with the information given in a single report. By including as many details as you can when filing a bug report, the time to investigate the issue will be reduced and a fix can be implemented more quickly.

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## INFORMATION REQUIRED IN A BUG REPORT

Always provide as much information as you can – give details, circumstances, locations and anything else that could possibly factor into the problem. Attached files can be especially helpful when sent in the following formats listed below:

Combining and compressing information: Please use Zip files to combine and compress a number of files that you may be submitting. Using a Zip file makes it much easier to guarantee that everyone can open the files easily and reduces the amount of time needed to upload the information. Please specify in the bug report text what the Zip file contains.

### IMAGES

Images can communicate an abnormality more efficiently than trying to communicate it through text. Use the “Printscreen” on your keyboard to capture images to your Eve/Capture/Screenshots directory, and then convert them to jpg format before submitting them. Drawing a red ring around specific areas, taking care not to obscure important parts of the image, may help clarify what you are reporting.

### CRASH DUMPS

Typically, when EVE crashes, a crash dump file (.dmp) is created in the Eve/Logs directory. The format for file names of this nature is generally similar to this: #crash b11113 2003.07.20.00.07.24.dmp, where the first number corresponds to the version, then the date is YYYY.MM.DD format, followed by the time when the crash occurred. Before sending in these files, verify that the file size is greater than 0 KB. A file of 0 KB indicates a missing dll which Microsoft provides as a download here. (This file is only installed on Win2K and Windows XP, apparently.)

### EVE LOG SERVER FILES

The EVE log server is located in the EVE directory. It can be set up to monitor what happens on your client and/or the errors it encounters. These files may contain confidential information about your account, so be very careful to submit them only by an official bug report and do not share the files with others.

To activate the log server, start it before you start your EVE client. Go to the File menu and select “Create a new workspace.” Start your EVE client as usual. When you encounter a problem or abnormality, exit the EVE client, then save the workspace file the server log has created.

If you are running EVE in windowed mode and anticipate a lot of activity with the client before you are able to reproduce the issue you want the log server to record, you can use CTRL-Del in the log server window to clear the current log. This will enable you to document only the portion of play you want to capture.

### DXDIAG SYSTEM INFORMATION

To collect this information, go to the Start menu, then select “Run” and type “dxdiag” (without quotation marks) in the available field. When the program is done, select “Save All Information” to get the combined information on your system and drivers as a text file that you can attach to your reports. This can be especially helpful when dealing with issues that may be related to your sound or graphics cards.



# TECHNICAL INFORMATION

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## BASIC SYSTEM REQUIREMENTS

### MINIMAL HARDWARE:

- » CPU: PIII - 450 MHZ or higher
- » RAM Memory: 128MB (256MB for 2000/XP)
- » Hard Drive Capacity: 1 GB
- » Connection: 56k modem or faster

### OPERATING SYSTEM:

- » Win98 SE
- » Windows 2000
- » Millennium, WinXP
- » Please note that Windows 95 and NT are not supported.
- » DirectX 9.0 or later

### VIDEO CARDS:

- » GeForce 2 or better,
- » ATI Radeon 7200 or better
- » Matrox Parhelia.

To check whether your card meets these requirements check with your card manufacturer:

### MINIMUM SCREEN RESOLUTION

- » Minimum screen resolution for EVE is 1024x768.

### SOUND

- » Audio hardware must be Direct Sound compatible. For optimum performance, use latest drivers available.

### RECOMMENDED SYSTEM FOR OPTIMAL PERFORMANCE:

- » Processor: P4 1GHz+
- » RAM Memory: 256MB or higher
- » 3D Accelerator: 64MB or higher video card

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## REQUIRED INTERNET CONNECTION

EVE is can run on a 33.6KBPS modem, and has been tested to be the fastest MMOG running on a 56K modem. Naturally, better connections will enhance game performance, but dial-up users can and are playing on such connections.

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## INTERNET LATENCY

Having been designed from its earliest stages specifically as a MMOG, most of the game systems are devised to minimize network traffic and the effects of lag. This high-level approach makes EVE relatively unaffected by Internet latency.

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## GAME LOGIC IMPLEMENTATION

EVE uses a special Stackless version of Python for both the server and the client. This makes for a much simpler creation of game logic than what was available in the past. The control structures provided by Stackless allow for a more “procedural synchronous” model, rather than an “event driven asynchronous,” or thread pooling.

In more simplified terms, this means that a large number of actors can perform tiny tasks without the added complexity or overhead of the other two execution models. Our game logic scripters are thereby freed from many of the mundane tasks associated with models that don’t benefit from the control structures provided by Stackless. The creative process of writing interesting game behavior is no longer bogged down by software or system limitations.

This approach also means that making changes to the game is much easier than it has been historically. Many improvements or tweaks can be added even when the world is online and going strong without the need to reboot the servers. This process is called a hot fix.

Please help us support Stackless Python and the excellent contribution it is making to online gaming.

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## SERVER SETUP AND ARCHITECTURE

There is a centralized server cluster, located in London, with many custom proxy (slave) servers. The proxy servers have dedicated bandwidth to the central cluster. The proxy servers take some of the load off the game logic servers in the cluster by doing data integrity checks and virtual multicasting, making them – in a sense – a software router.

This server architecture, together with clever game design, allows us to have more players, distributed over greater geographical distances, together in the same world, breaking records held by our predecessors in the MMOG genre.

# VOLUNTEER PROGRAM

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## THE INTERTELLAR SERVICES DEPARTMENT

The Interstellar Services Department (ISD) is a group of volunteers who graciously share their free time in order to assist fellow players in the world of EVE. They answer questions, help resolve minor problems and act as good-will ambassadors throughout the community.

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## ISD ROLES

There are several branches in the program and each has its own area of interest. These are player support, new player support, forum moderators, events and bug hunters.

Support, Training and Resources (STAR) is the branch for player support and new player support volunteers who focus their attention on the in-game Help/Rookie Help Channels, answer petitions, greet random new players. Players are able to enter the channel and get quick answers to their questions about EVE. Though volunteer powers are extremely limited, they can perform simple tasks such as answering some low-level petitions, moving characters that are stuck (under certain circumstances) and providing information about current conditions in the game that may affect mobility or connectivity.

Communications Relay Commission (CRC) is the division for forum moderators who monitor the EVE message boards on our website and strive to retain the spirit of community there. They alert the game masters and dev team about hot topics or issues that may need to be addressed.

Auxiliary Union for Relay, Observation, Recording and Analysis (AURORA) is the name of the volunteer event division. They assist the creators of EVE with in-game events as well as writing and producing events of their own in which players can participate.

Equipment Certification and Anomaly Investigations Division (ECAID) is the group of bug hunters. They test equipment and features on our test server, Entropy, before these things are implemented on the live server, Tranquility.

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## ISD IN-GAME ABILITIES

Volunteers have little or no in-game abilities. They do not have access to the account information of players **nor** do they have the ability to create items in the game. They do not receive special items or equipment for their play characters. Their actions are closely monitored and they are not privy to information that is highly confidential.

There have been few allegations of abuse of power by the volunteers, but upon investigation, nearly all of these cases are proven to be false. To those outside ISD, the program is mysterious and the object of frequent misconceptions about what the volunteers can and cannot do. These misconceptions make the volunteers an easy target. We take accusations of abuse of power or other wrongdoing by the volunteers very seriously and investigate each thoroughly. On the rare occasion when a volunteer has broken the rules, he/she has been swiftly dismissed.

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## APPLYING TO BECOME AN ISD VOLUNTEER

Any EVE player over the age of 18, been playing for more than 3 months, and with an account in good standing may apply for a position. Applications are manually reviewed by the various team vice admirals/team captains. Candidates must successfully complete an interview and the training process before they are inducted into the team of their choice.

ECAID and CRC are an exception. Unlike the other branches of ISD, ECAID and CRC members are by invite only. Bug Hunters are invited to join the crew based on the quality and quantity of bug reports they have submitted.

To apply to become an ISD volunteer log in to the EVE Player website and go to the sign-up page. Due to the volume of applications received, we regret that we are unable to respond to all applicants. If your application is approved, you will be contacted with further information about interviewing and training.

■ **STAR HINTS:** If you have submitted an application and have not heard anything after 2-3 months, update your application. It shows that you are still interested in being a volunteer.

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## CHAT COLORS

Colored chat texts are used by the representatives of EVE. Their color chat signifies what position they officially have within EVE.

- » **Teal** = ISD (Polaris) member - Volunteer support staff.
- » **Green and Yellow** = ISD (Polaris) Team Captains and Vice Admirals - Volunteer support staff.
- » **Red** = Game Master / Senior Game Master
- » **Blue** = CCP employee

# SPECIAL THANKS

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## GUIDES

Here is a list of guides that were written by players and were built upon in this guide, and we want to thank them for their outstanding work. Hopefully we are not overlooking anyone, but if we are then please contact us.

- » Mining Guide - CoderJ
- » Manufacturing and Research Guide - Dawnstar
- » Pirate Hunting Guide - Prior Tuck
- » Skill Guide - Hardin

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## REVIEW

This is a list of people, who spent many hours reviewing, editing and proofreading this manual.

### **STAR Team:**

- » Vol Macayle
- » Vol Xamother
- » Vol Rhaegar
- » Vol Phosphor
- » Vol Vanitas
- » Vol Libertina
- » Vol Reverentia
- » Vol Gluon
- » Vol CoffeeCup

### **AURORA Team:**

- » Vol Poisonama

### **CRC Team:**

- » Vol Wrangler

### **GM Staff:**

- » GM Abraxas
- » GM Wym
- » GM Xhagen