

Valve terminating Counter-Strike on macOS without notice: What you can do

What you can try, at your own discretion. (This document constitutes no legal advice.)

For the start, be clear about the situation for you, and how Valve's actions (or inaction) affected you. Consider if the following sums up Valve's lack of communication and advance notice for you:

If macOS players (we) had known that Counter-Strike on macOS was not to be supported anymore, or would not be supported long-term, *we would have stopped or not even started playing the game*. It's also *unlikely we would have spent any money on purchasing anything in or for the game*. Valve making the game unavailable/unplayable without notice made this impossible, advantaging Valve, and disadvantaging us macOS players.

(This could be a central point to argue for continued unfettered access to the game and/or compensation.)

1. Contact Steam Support

Message [Steam Support for Counter-Strike 2](#) and ask for Counter-Strike 2 for macOS (and anything else that's on your mind).

Update: When it comes to Counter-Strike for macOS, the decision seems made—[no macOS support anymore](#).

2. Document your play times and Steam expenses

Your profile page shows the number of hours you played Counter-Strike. Email notifications like "You have successfully added funds to your Steam Wallet" provide you with information about money you added to your Steam Wallet. Good to know both for motivation and for supporting the case.

3. Subscribe to the cs2macos@googlegroups.com mailing list

Either email the group or log in and ask to join the group. The list is low volume right now but is there to provide macOS players with a non-Valve channel to coordinate further action, if needed.

(Valve employees are not allowed in this forum, to protect them from potential legal action if there's suspicion they try to influence the macOS community, or try to use list insider information to Valve's advantage.)

4. Share your experience and the situation online

Keep sharing your experience as a Counter-Strike player whose game and inventory was inaccessible from one day to the other, without notice and without further communication. Keep it matter-of-factly, but share it.

5. Ask Counter-Strike influencers (YouTube, Twitch, etc.) for help and coverage

If you know or believe you might be able to reach Counter-Strike content creators and influencers, share the case with them. Ask them whether they'd be willing to help their macOS brothers and sisters. (After all, Valve might do the same again.)

6. Contact your country's [consumer protection agencies](#)

Not being informed about the game's unavailability, whether temporary or permanent, and not communicating about it is a serious breach of trust. It's also a potential breach of consumer rights (and, perhaps, of more than that). Check on your local and national consumer protections. Summarizing the situation and asking them about it may be a good start. If they need more information, let the community know, perhaps we can come up with templates (case summary, FAQ, requests, etc.).

7. Keep contacting Valve, keep sharing your experience, keep asking for coverage

Rinse and repeat. If Valve doesn't answer and doesn't compensate for our damages, let's ask again. This doesn't have to happen every day. But if this situation persists, let's prepare for long and steady action until our time and financial investments can either be accessed again (i.e., the game is available again), or until we were compensated for it, given that we would not have played or paid money for inventory if we had known that Valve would shut the game down without notice.

This is a living document. Keep reviewing it. Share feedback on cs2macos@googlegroups.com (and volunteer there if you like to contribute). Here's to the Counter-Strike macOS community.