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Viewer 2 Beta
Frequently Asked Questions

GENERAL

Why did you create Viewer 2 and who is the primary audience for this viewer?

Viewer 1.23 is the culmination of over ten years of work and it has helped to create the Second Life that we know and love today. However, Viewer 1.23 can be a difficult product to use and often results in new Resident frustration. Last year, we had the opportunity to take a step back and thoughtfully design the next generation of Second Life viewers-- that combines an easy browser-like experience with complete shared media capabilities. Designed with the general consumer in mind, Viewer 2 benefits everybody by bringing in a new wave of Residents. Having a consumer-friendly viewer is imperative to grow the Second Life Resident-base. With more people in SL, there will be more customers to purchase virtual goods, the economy will grow, and we can do more to improve Second Life.

What are the most notable differences between Viewer 1.23 and Viewer 2?

SL Residents will appreciate new user interface and capabilities. Here are the highlights:

- Shared Media makes sharing standard web-based media and content in Second Life easy enabling content creators to make more compelling, interactive experiences.
- Browser-like navigation bar includes familiar forward and back buttons, the ability to save favorites, and review your teleport history.
- Sliding right-hand panel surfaces the most frequently used features and makes managing your profile, contacts, groups, landmarks, inventory, and outfits easy.
- Improved search makes it easy to find places to explore or shop and people to meet.
- Comprehensive online help system integrated throughout.

Can I still use third-party viewers?

Although Viewer 2 will be the primary commercial viewer for everyone in Second Life, Residents can use Viewer 1.23 and approved third-party viewers, based on our open source viewer program Snowglobe, that serve Residents with special needs or requirements. We will be releasing additional information about the approved third-party viewer program shortly.

Will Support help me if I run into problems using the Beta of Viewer 2?

Yes. Please contact Linden Lab Support at (http://www.secondlife.com/support) and submit a support ticket. Please be clear as to whether your question is regarding a usability question such as, "I don't know how to do this in the new viewer..." or a potential bug. Our support team will work quickly to answer your questions and resolve any issues that you may have.

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How do I report a bug?

If you find a Viewer 2 bug, then you have three options, depending on which you are most comfortable with. The easiest way to let us know about your challenge is in the Second Life Viewer 2 Forum located in the Second Life Blogs (http//blogs.secondlife.com). The second option is to call support and they can log the bug into our tracker for you. Or, if you are familiar with our issues tracker (PJIRA), then please submit a PJIRA ticket.

How do I request a feature or suggest a change?

The best way to do this is in the Viewer 2 Beta Forum and there are plenty of specific sub-channels, such as "Request a Feature," and "Found a Bug," where we encourage you to join the conversation.

What are the system requirements for Viewer 2?

The system requirements for Viewer 2 are exactly the same as Viewer 1.23. To learn more, go to: http://secondlife.com/support/system-requirements/?lang=en-US.

How long will Viewer 1.23 continue to be available?

We plan to continue our normal viewer support policy, as announced last March by T Linden on the Second Life blog (https://blogs.secondlife.com/community/technology/blog/2009/03/09/supported-viewer-versions) / and outlined on the Second Life Wiki (http://wiki.secondlife.com/wiki/Supported_Viewers). Viewer 1.22 will no longer be supported 30 days after Viewer 2.0 becomes the official Viewer download. Viewer 1.23 will continue to be supported until 30 days after Viewer 2.1 becomes available, sometime this Summer. Even after 1.23 is no longer supported, residents will be able to use Open Source viewers based on the 1.23 user interface.

Will you continue to support Viewer 1.23?

Yes, we will continue to support Viewer 1.23 until we retire it, as outlined above.

I love Viewer 1.23 and Viewer 2 is so different. Is it hard to make the switch?

Viewer 2 has a nearly identical feature set as Viewer 1.23. The user experience has just been reorganized and streamlined. Although there is a learning curve, Viewer 2 should still feel familiar. Once you learn how to use Viewer 2, you should find it more intuitive and easier to use than any previous viewer.

What languages is Viewer 2 available in?

Viewer 2 Beta is now available in French, German, and Japanese. Additional languages that we currently support will be rolled out in subsequent point releases over the next few months.

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Can I go back and forth between Viewers?

Theoretically, you can to go back and forth between Viewer 1.23 and Viewer 2. However, we do have some known bugs (that we are fixing) that crop up when Residents frequently switch back and forth. So, do so with caution, during this beta period.

SECOND LIFE SHARED MEDIA™

What is Second Life Shared Media?

Second Life Shared Media, a new Viewer 2 capability, makes sharing standard web-based media in Second Life easy and seamless, enabling a wide range of new experiences in Second Life from web-based presentations and video to games and highly interactive animations. It allows the seamless integration of web content that can be placed onto any surface in Second Life. Shared Media supports most popular media formats including HTML, Flash, MP3, and QuickTime and other media formats can be added with a plug-in.

If I build something inworld using Second Life Shared Media, does everyone who views it need Viewer 2?

Yes. Only Viewer 2 contains the new functionality needed for both viewing and building Shared Media. Builders are requested to display an informative texture as a fall-back that encourages users of older viewers to upgrade to Viewer 2.

What controls does Second Life Shared Media give Residents using Viewer 2?

Shared Media benefits everyone in Second Life by giving them each more capabilities and control:

• Content creators can control how media will be viewed with content creation tools
• Residents can control how media content is presented to them with a 2D menu bar that appears before a Shared Media object
• New preferences are available for controlling properties of near-by shared media
• Residents will have the ability to mute audio in Shared Media

If there are multiple people viewing a web page inworld, using Shared Media, do they see the same thing?

The answer is yes or no, depending on the kind of web page that is being viewed. Everyone's instance of the Shared Media is always presenting the same URL. However, not everything will stay in perfect sync unless the content is specially designed. For example, a simple web browsing session will keep the pages synchronized, but not the position of the scroll bars. On a site that requires a user log-in (say, logging into Google Docs), then each user will see something different. On the other hand, it is possible to design content that uses a back-end server to stay perfectly synchronized in all cases.

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Is Shared Media just another way of saying "web pages?"

No, shared media is more than just web pages (as if that wasn't enough!). For example, QuickTime movies can be accessed directly. As support for more protocols and plug-ins is added over time, think of Shared Media as the power tool to add all kinds of dynamic content within Second Life.

How can I learn more about building Shared Media that stays perfectly synchronized and other more advanced techniques?

We are working a Shared Media developer help guide. This will explore the technical cases in more detail, present case studies, and explain techniques for interacting with Shared Media from LSL. Coming soon!

SEARCH

What is different about Search in Viewer 2?

The new search capability in Viewer 2 has been enhanced in three important ways. First, the interface has been redesigned making it easier and more intuitive to find people, places and content in Second Life. Though the look and feel is new in Viewer 2, you'll find the same, familiar category and sorting features from Viewer 1 are still available. Second, we've enhanced our use of the industry-leading Google Search Appliance (GSA) technology and improved our own proprietary search engines. The result is a better Search experience that will help all Residents discover the variety of things Second Life offers and strengthen the ecosystem of the inworld economy and create more opportunity for Merchants and Land Owners. Third, by moving to a web-services based architecture, Search can now release features and bug fixes dramatically faster than ever before.

If I'm using VIewer 1.23, will I see any Search benefits?

You must be using Viewer 2 to experience the enhanced Search capability.

As a Second Life Merchant, how does this change affect my search marketing efforts?

Viewer 2 Search offers an easy to use and trusted search tool that will increase over all search usage by Second Life residents, benefiting you by increasing the amount of search traffic that could come to your site or view your ad. Since all initial searches will be served by the Google Search Appliances, you will want to make sure that your listing is tuned for maximum effectiveness. Please read the new Search Guidelines (http://wiki.secondlife.com/wiki/Linden_Lab_Official:Search_Guidelines) for useful information and tips.

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Has anything changed with classified advertising?

Ads will now appear alongside more searches, so advertisers will have more opportunity to be found by buyers. In Viewer 2, the number of search requests that serve ads will increase to 100% of initial searches, compared to Viewer 1.23 where only searches in the All and Group tabs returned Classified ads. Although you'll notice some design changes to the Classifieds tab and keyword ads, there is no change to Classified pricing. The mechanism for placing Classified ads has moved in Viewer2, however. Click the Place and Ad link in the Find window (in Search or Classifieds tab), and you'll be directed to your Profile/Picks tab where the interface for creating ads now resides.

MATURITY RATINGS

What are Maturity Ratings?

Maturity Ratings are a way to designate what type of content and behavior is allowed on a region. For more information on how to designate land, events, groups, and classified listings, please carefully read the "Maturity Definitions." (http://wiki. secondlife.com/wiki/Linden_Lab_Official:Maturity_ratings:_an_overview)

Why did the Maturity Rating names change?

We changed the names for two reasons. First, the main Second Life grid is an 18 and over experience, so no "parental guidance" is necessary. "General" is a better reflection of the content type than "PG" so we have changed that designation to more accurately represent the type of content on those regions. Any resident can go there and the content should be fine for work, school, or home. The second reason we changed the names was to help clear up confusion about the differences between "Mature" and "Adult", especially in languages other than English. Translating the difference was tricky, and was very difficult to communicate. By contrast, "Moderate" and "Adult" have very distinct meanings that translate into other languages much more easily.

Is the rating name change intended as a new way to separate Adult content?

No. The name change is just a name change. It does not affect the way residents find or access regions or content.

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About Second Life and Linden Lab

Developed and launched by Linden Lab in 2003, Second Life is the world's leading
3D virtual world environment. It enables its Residents to create content, interact
with others, launch businesses, collaborate, educate, and more. Since its inception,
Second Life Residents have logged more than one billion user hours and generated
more than $1 billion in user-to-user transactions. With a broad user base that
includes everyone from consumers and educators to medical researchers and large
enterprises, Second Life has become one of the largest repositories of user-generated
content and the largest user-generated virtual goods economy in the world.

Linden Lab, founded in 1999 by Chairman of the Board Philip Rosedale and
headquartered in San Francisco, develops revolutionary technologies that change the
way people communicate, interact, transact, learn and create. Privately held, Linden
Lab is led by CEO Mark Kingdon, and has more than 350 employees spread across
the U.S., Europe, and Asia. For more information, visit www.secondlife.com.

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