



## Second Life Enterprise Beta Frequently Asked Questions

### GENERAL:

#### **Is the Second Life Enterprise Beta completely disconnected from Second Life?**

Yes. The SL Enterprise Beta is a stand alone, completely disconnected immersive environment with all the capabilities of the main Second Life environment except it lives within your private network, or behind your corporate firewall.

#### **What content is included in the standard Second Life Enterprise Beta environment?**

SL Enterprise comes standard with a rich array of content to get you up and running within your virtual environment right away. This content includes: 7 pre-built regions including a large, 4-corner auditorium for larger gatherings, two conference centers for meetings and smaller events, a space station, and several sandbox regions. We also include several 3D productivity and brainstorming widgets and ten business avatars—five men and five women—representing a wide spectrum of cultural backgrounds—complete with mix-and-match clothing and accessories.

#### **What are the standard administration rights/controls?**

The SL Enterprise Beta administration panel gives administrators control over user access, region upload and download, and backup and recovery.

#### **Is voice supported?**

Just like the main Second Life environment, SL Enterprise supports spatial voice with a specialized voice server.

#### **Can I use real names?**

Yes. Because the SL Enterprise environment sits behind your firewall, you can not only use real employee names as avatar names, but you can also connect the employee user identities to your larger network using LDAP.

#### **What happens to the Lindex on Second Life Enterprise?**

The Lindex technology is included in the SL Enterprise Beta solution, although it is not connected to the Lindex in Second Life. This allows you to use the Lindex as a corporate reward system—with branded points instead of Linden dollars—that can be used as social currency to encourage working inworld.



### **Can I move my existing content in the main Second Life environment to my Second Life Enterprise environment?**

If you built the content and own the intellectual property rights in the content, then we can move it for you from the main Second Life environment to the Second Life Enterprise environment. Or, you can purchase content from a Resident content creators and transfer it to SL Enterprise if they have granted permission for you to move their content. If they have not granted permission, then you cannot move the content. Linden Lab can help you with this transfer as long as you provide certain written assurances that you own the intellectual property rights in the content. We are also building a Second Life Work Marketplace, an online store for business applications and solutions specifically designed and licensed for the Second Life Enterprise.

### **How many people can be in the Second Life Enterprise workspace at a time?**

How many people can be in the Second Life Enterprise workspace at the same time? As an 8-cluster system, the SL Enterprise Beta supports up to 800 concurrent users with an optimal maximum of 700 concurrent users. The best rule of thumb for bandwidth planning is 100 Kb/s per concurrent user.

### **Can I connect SL Enterprise systems together to create one unified virtual world?**

Although this is not possible today, this capability is in our road map for future development.

### **Do you have the capability to create direct SLurls in the SL Enterprise environment?**

Yes. SLurls, or virtual world links similar to web URLs, make it easy for you and your colleagues to directly teleport to specific locations within the SL Enterprise environment.

### **What organizations are currently using the SL Enterprise Beta?**

There are currently 14 customers who have signed up for the SL Enterprise Alpha and Closed Beta program including IBM, Naval Undersea Warfare Center (NUWC), New Media Consortium (NMC), Case Western Reserve, and Northrop Grumman.

## **TECHNICAL:**

### **Can I backup and restore my content?**

Yes. With the Control Panel, you can backup and restore (or rollback) all 16 regions that reside in the SL Enterprise Beta solution.



### What does the SL Enterprise Beta solution consist of?

There are two 8-core servers: one is for the Second Life environment and the second one is a voice server. Additionally, there is a web Control Panel and complete documentation.

### What do I need to do to integrate this into my current set up?

Installing SL Enterprise Beta is easy and usually takes 30 minutes. The installation guide leads you through the process.

### What are the system specifications for the SL Enterprise Beta?

SL Enterprise Beta requires a data center with standard amenities such as a server-class cooling system. In addition to a firewall that provides network security, SL Enterprise Beta requires access to a DNS server, even for the isolated network configuration. You must open a small set of TCP and UDP ports to the servers as follows:

#### Second Life Enterprise Beta Server Ports

TCP	UDP
80	12043
443	13000-13050
12035	

#### Voice Server Ports

TCP	UDP
12000	12000
21002	21002
19000	

To avoid loss of service and data due to power outages, use an uninterruptible power supply (UPS). Power interruptions can cause total loss of service and loss of any data created within the last hour. The Second Life Enterprise Beta machines are rack-mounted, and the installation requires 2us of rack space. The SL and voice servers require a 410W power supply.

Second Life Enterprise Beta supports up to 800 concurrent users with optimal performance at 400 concurrent users or less. Average peak downstream bandwidth required is 100 Kb/s per concurrent user. Thus, 100 concurrent users would require a network capacity of  $100 \text{ Kb/s} \times 100 = 10 \text{ Mb/s}$ . While individual users may peak above 100 Kb/s, not all users will peak at the same time; so 100 Kb/s per concurrent user is a good rule of thumb for bandwidth planning.



Regarding desktop requirements, the Second Life Enterprise Viewer runs On Windows XP and Vista, Mac OS, and Linux desktop systems. For more information, see Second Life System Requirements at (<http://secondlife.com/support/sysreqs.php>).



### For More Information

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### About the Second Life, by Linden Lab

Developed and launched by Linden Lab in 2003, Second Life is the world's leading 3D virtual world environment. It enables its users—known as Residents—to create content, interact with others, launch businesses, collaborate and educate. With a thriving inworld economy that saw over \$360 million USD in user-to-user transactions in 2008, and 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 hubs of user-generated content (UGC) in the world.

Linden Lab, founded in 1999 by current Chairman of the Board Philip Rosedale and headquartered in San Francisco, develops revolutionary, immersive technologies that change the way people communicate, interact, learn and create. Privately held and profitable, Linden Lab is led by CEO Mark Kingdon and has more than 300 employees across the U.S., Europe and Asia.

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