CDP SLIPS Troubleshooting Guide


Please Note: *Second Life is demanding of your computer's processing power. Please quit applications or programs that don't need to be open. Not doing so may result in poor performance and lag.*

Patient or activity is not progressing

1. Click on your patient.

2. Look for instructional signs that may help you move forward.

3. Troubleshoot further using the tips below.

4. Click on the Quit button on your HUD. This will take you back to start and rerender most of the objects on the island. Continue into the Welcome Center. *Note: this will delete all your progress in that area up until the last completed skill station.*

Graphics on objects or people appear blurry or highly pixelated

1. Move closer to the object or use your camera controls to zoom into the object (hold alt + left mouse button).

2. Hover your mouse over the object.

3. Lower your Second Life graphics settings under Me > Preferences > Graphics. If that doesn't help, please reset your graphics back to recommended settings.
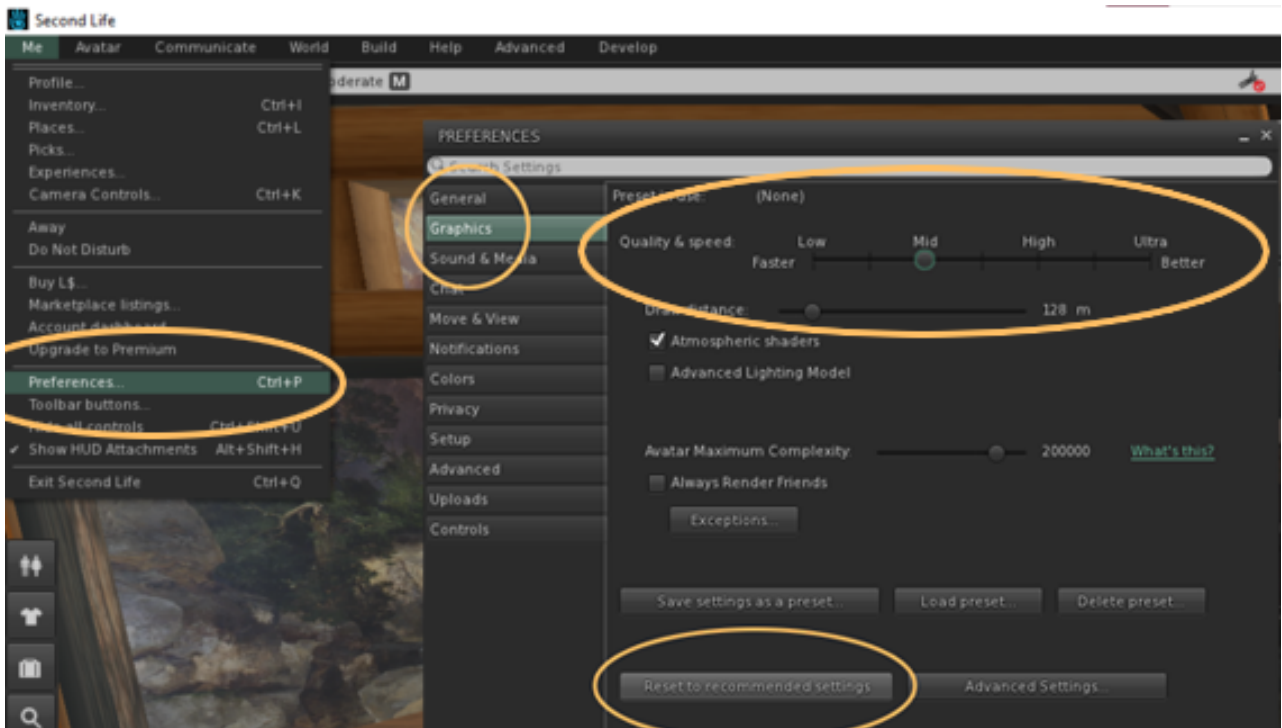
**Items, objects, or patients appear to be missing**

1. <u>If you are in the landing area or Welcome Center:</u>

   a. Return to the start/landing area (the cave) and relog back into Second Life.

2. <u>If you are in the experience and have a HUD on:</u>

   a. Click on the Quit button on your HUD. This will take you back to start and rerender most of the objects on the island. Continue into the Welcome Center. *Note: this will delete all your progress in that area up until the last completed skill station.*

   b. If this doesn't work. Return back to the cave and log off while still in the cave and log back into Second Life.

3. If this doesn't resolve the issue, contact the CDP point of contact.

Patient or Ranger audio is perpetually loading or doesn't play when it seems like it should

1. Click on and off the speaker button at the upper right hand part of your Second Life window to toggle the volume mixer in SL. This will resolve most issues with audio.
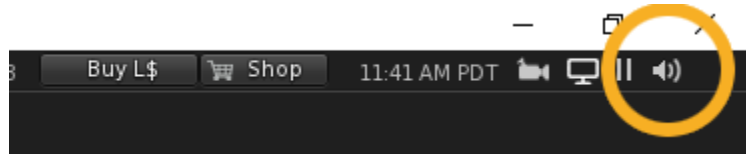
2. If you are in Firestorm, go to your preferences and make sure you have media set to autoplay.
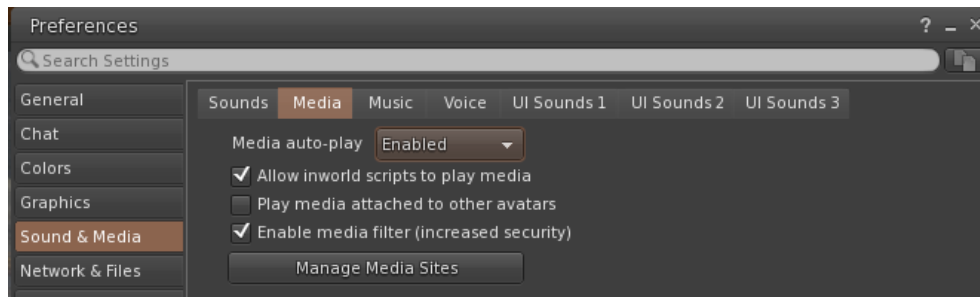
3. Clicking on and off CC on your HUD will sometimes resolve media issues

Patient closed captioning is too fast and disappears before it can be read

1. On the right of the HUD there is a small round button with a CC on it. When clicked, this will turn closed captioning on for your patient. The patient's dialog will appear in chat at the bottom of the screen.

2. If the chat goes away too quickly, click on the CHAT button at the bottom of your screen. This will bring up the CHAT history window to refer back to the previous message.

Second Life freezes

1. Try moving the window to full screen and back again.

2. Second Life is demanding of your PCs' processing power. Quit applications or programs that don't need to be open. This may include intensive programs like Skype, Google Suites like Google Docs or Google Sheets, and so forth.   FIle sharing applications can conflict with Second Life performance.

Rolling restarts

1. Updates are pushed to the region by Second Life on Tuesday mornings. When this occurs, you will be teleported away from the region. When this happens, please return after approximately 15 minutes.

If problems persist…

1. Send a message to the SLIPS Ranger in the Welcome Center

2. Email SLIPSranger-ggg@usuhs.edu