ADEXA LIVEBLOCK® FAQs

TESTED AND APPROVED SYSTEM
CONFIGURATIONS

OPERATING SYSTEMS:
• Windows Vista; Windows 7; Windows 8
  in Desktop Mode only (not Metro Mode)
• Windows 10 is currently supported
• Mac OS X 10.8 and higher

BROWSERS:
• Internet Explorer 8 and higher (32-bit only)
• Microsoft Edge is NOT currently supported
• Firefox 2.5 and higher
• Safari
• Chrome (not supported on Windows 8.0)

HARDWARE:
• Pentium 4 or higher @ 1.5 GHz
• 1 GB RAM
• Screen resolution at 1152 x 864, minimum
  (1280 x 1024 is recommended)
• High-speed Internet connection (download speed
  must average at least 0.5 Mbps)
• Sound card and speakers (optional)

NETWORKING:
• These TCP firewall ports must be open for outbound
  connections: port 9192, port 6789, port 8000, and
  port 80 (contact your IT systems administrator)
• LiveBlock is not supported in networking configurations
  that use a proxy server. Contact your ISP if you’re unsure
  whether its configuration includes a proxy server.

Note: You will need application installation privileges
  on your computer to install the LiveBlock bidding
  container application. Contact your IT administrator
  for assistance.

ADEXA LIVEBLOCK®
Simulcasting Worldwide

WHY CAN I SEE VIDEO, BUT NOT AUDIO?
• Check the computer volume icon to make sure
  no devices are muted
• Check the speaker icon on the bidding interface
  is not muted
• Temporarily disable security software (i.e. Norton
  Antivirus, MacAfee); recheck audio
• Try closing the bidding interface and rejoining the sale
• Temporarily disable third-party toolbars; recheck audio

WHAT DOES “CONNECTING…” MEAN?
• Sale may be over or not yet started
• The following TCP firewall ports must be open for
  outbound connections: port 6789 and port 8000
• Temporarily disable any security software and retry

MY SCREEN SAYS “DOWNLOAD THE NEW
SOFTWARE” BUT I JUST DID. NOW WHAT?
• You may not have administrator privileges on your
  PC; contact your IT systems administrator
• Make sure you’re using a 32-bit version of Internet
  Explorer (64-bit browsers are not supported)
• In Chrome, press F5 to refresh the browser
• Temporarily disable security software and retry
• Some security software may prompt you to “Allow”
  or “Deny” the software installation
• The add-on may be installed, but disabled

THE SCREEN SAYS “LAUNCHING CONTAINER,
PLEASE WAIT. CLICK HERE IF IT DOES NOT
OPEN”. I DID AND NOTHING HAPPENED.
• Check taskbar to see if an auction is running in
  another window
• The following TCP firewall ports must be open for
  outbound connections: port 6789 and port 8000
• Make sure pop-up blockers are disabled

I CAN’T BID.
• Sale may be over or not yet started
• Asking bid has not yet been placed on the vehicle
• Make sure you’re authorized to bid in the sale

CAN I LOOK AT MULTIPLE AUCTIONS
AT THE SAME TIME?
• Yes, you can join up to ten (10) auctions at one time by
  clicking ‘Add More Lanes’ on the bidding interface
• Only one open Internet browser is recommended
  when using LiveBlock

MY COMPUTER FREEZES
IN THE MIDDLE OF THE SALE
• Computer does not meet system requirements
• Possible bandwidth issues with your Internet provider
• Close open applications that may slow down your computer

I AM RECEIVING A MESSAGE THAT
I AM NOT AUTHORIZED TO PARTICIPATE
IN THE AUCTION. WHAT SHOULD I DO?
• Your registration status is not current. Please contact
  the auction directly and ask for Dealer Registration

HOW CAN I TELL IF I PURCHASED A VEHICLE?
• Click “My Purchases” on the top left corner of the
  LiveBlock schedule page; purchases are immediately
  placed on this report

FOR MORE INFORMATION
For more information, please visit the
ADEXA Help site at www.help.ADEXA.com

QUESTIONS?
CALL: Customer Connection at 888-526-7326
EMAIL: customerconnection@adesa.com
CHAT: Live on www.ADEXA.com
GET HELP: help.ADEXA.com