ADESA 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 6789 and port 8000
• Temporarily disable any security software and retry

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 other 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 ADESA Help site at www.help.ADESA.com

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

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