

# 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 9192, port 6789, port 8000, and port 80 (contact your IT administrator for assistance)
- 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.

**ADESA 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 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](http://www.help.ADESA.com)

## QUESTIONS?

**CALL:** Customer Connection at 888-526-7326

**EMAIL:** [customerconnection@adesa.com](mailto:customerconnection@adesa.com)

**CHAT:** Live on [www.ADESA.com](http://www.ADESA.com)

**GET HELP:** [help.ADESA.com](http://help.ADESA.com)