



# Detailed Download and Installation Requirements for the SnapNames Live™ auction software

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## SnapNames Live™ System Requirements for a PC

### What do I need on my PC to use SnapNames Live™?

Below are the minimum system requirements for your PC to allow you to use SnapNames Live™ and to bid online:

1. Windows XP or Vista operating system
2. Standard Pentium III (minimum 700 MHz) or equivalent x86 processor
3. 10.0 GB hard disk with 30 MB minimum of free hard disk space
4. SVGA Color display and display controller, 800 x 600 minimum
5. 128MB of RAM minimum
6. AC '97 compatible sound card and speakers
7. Internet Explorer 6.0 (or newer), or Firefox 2.0 (or newer)
8. SnapNames Live™ software

Important: You may need to update your security settings to allow Active X Controls to run in your browser. You must also have administrator rights to your computer to install the SnapNames Live™ software. Please contact your system administrator or review your computer's user guide.

## System requirements for an Apple Macintosh

### What do I need on my Mac to use SnapNames Live™?

SnapNames Live™ is not compatible running under the Mac OS operating system. However, if you have an Intel-based Mac system, you have an option to participate in SnapNames Live™ by obtaining a copy of Windows XP SP2 and installing on your system in one of two ways.

1. Install Parallels Desktop from Parallels Inc. and following their directions, install Windows XP SP2 as a guest operating system. Then access the SnapNames Live website and install SnapNames Live™ from a browser within the Parallels Desktop virtual machine running Windows XP. This method allows you to attend a SnapNames Live™ auction online from your Intel-based Mac and still have access to your Mac OS applications on the Mac desktop. Visit <http://www.parallels.com/en/products/desktop/sr/> for more information.
2. Install Boot Camp 1.1.2 Beta version or newer boot manager from Apple and install Microsoft Windows XP SP2 as a separate boot-up operating system. This option enables you to run your Intel-based Mac system booted under the native Windows XP operating system. You



can then attend SnapNames Live™ events after installing the required software. After the auction, you can close Windows XP and return to your system under the native Mac OS operating system. Go to <http://www.apple.com/macosx/bootcamp/> for more information.

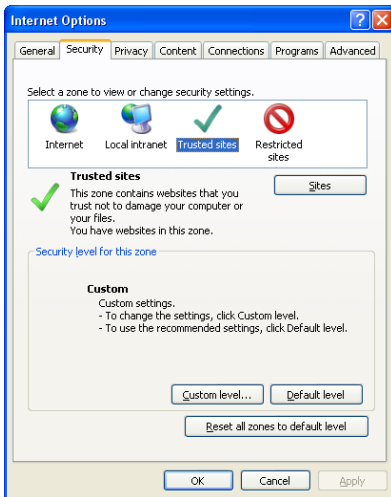
### Do I still need special software on my Mac to use SnapNames Live™?

Whichever solution you select to make your Mac SnapNames Live™-compatible, SnapNames Live™ can only be launched from your Mac with Windows XP using the Internet Explorer or Firefox browser and after you have installed the required bidding software.

## Internet Explorer Settings for SnapNames Live™

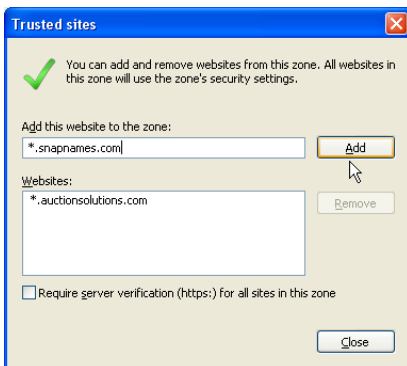
The procedure below changes the security settings for the trusted site zone to add both the Snapnames.com domain and the auctionsolutions.com domain as a trusted site. The lower default browser security settings in the trusted zone make for an experience less likely to be impacted by the browser security.

Start by adding auctionsolutions.com and Snapnames.com to the Trusted Sites list.

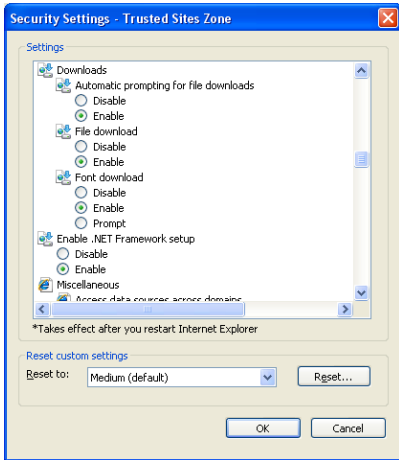


Under Internet Explorer Select Tools -> Internet Options,  
Open the security tab  
Highlight "Trusted Sites" and click Sites

Add **\*.auctionsolutions.com** and **\*.snapnames.com** to the trusted sites list (make sure to uncheck the require server verification box).



With the trusted sites Icon selected, select custom level security level from the slide bar control.



With the trusted sites Icon selected, select custom settings button and change the radio button for

Downloads -> Automatic Prompting for Downloads, to "Enabled".

## Operation with Personal Firewall Software

SnapNames Live™ is a Microsoft Windows® application that is installed on and runs on your Personal Computer. Many of the common personal firewall software packages will detect it and notify you when the software attempts to connect to the auction servers on the Internet. If prompted, the best response is to select to always allow access to the following programs: **RingStart.exe, Auctionclient.exe.**

Your personal firewall program may have the option to manually add these to an always allow list for program access. Check the documentation for your particular package for availability of this feature and details for managing it.

## Network Firewall Settings for SnapNames Live™

To participate in a SnapNames Live™ auction over the internet, your computer must be able to reach the auction system over the Internet. Our system is hosted on the auctionsolutions.com domain. If you have a hardware firewall or have advanced settings in a personal firewall application, the information in this section may be important to you or your network administrator.

The following network ports must be accessible for the application to function. If you experience connection difficulty once you start the software, you may need to adjust your hardware firewall or personal firewall settings to allow outbound connection on the following ports and protocols:

outbound TCP/IP	Port 8090
outbound HTTP	Port 80
outbound HTTP	Port 8080
outbound UDP	Port 30000 - 30030



If you are an administrator and you are managing custom firewall rules, you must provide access to the above ports/protocols for all hosts on domain auctionsolutions.com this is the best way to avoid having to make changes in the future should the physical host TCP/IP addresses change.

If your security policy dictates that specific IP addresses be entered into your firewall rules, the IP addresses of the following hosts should all be added to the rule set.

The hosts below on the left must be accessible on the ports listed on the right.

**Bid and Update Servers**

bid.ashburn.auctionsolutions.com	TCP/IP Ports 8090, 80
apps.ashburn.auctionsolutions.com	TCP/IP Ports 8090, 80
update.ashburn.auctionsolutions.com	TCP/IP Ports 8090, 80

**Web Services**

apps.ashburn.auctionsolutions.com	TCP/IP Port 80
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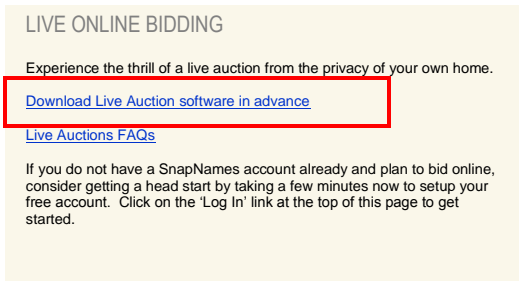
**Streaming Audio/Video**

audio.rslb1.auctionsolutions.com	UDP 30,000 – 30,030
video.rslb1.auctionsolutions.com	TCP/IP Ports 8090

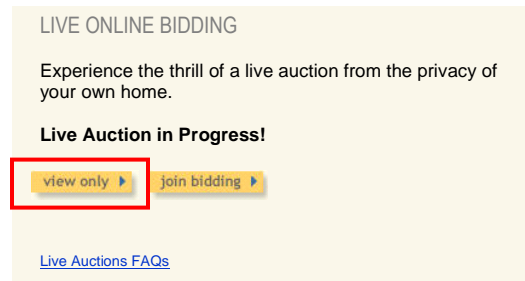
## Participating in View-Only mode

Summary of steps:

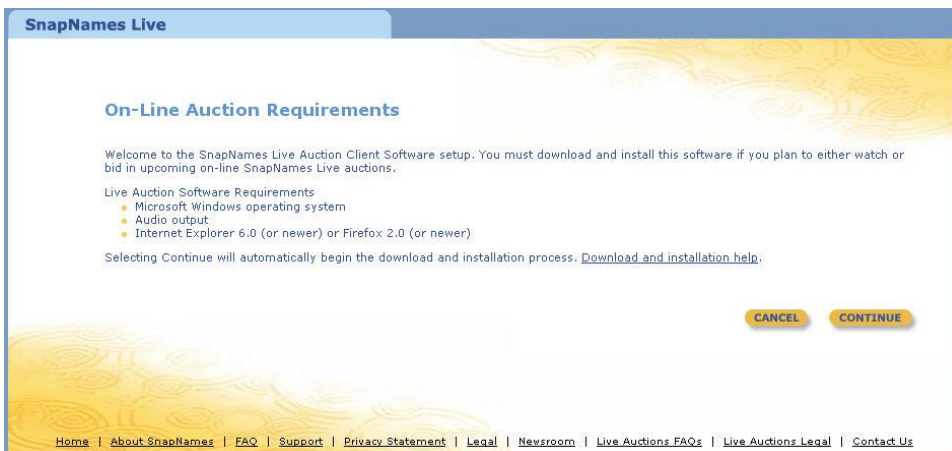
1. Review system requirements, select continue to begin download. Download and install Live Auction client software. See detailed installation instructions for Internet Explorer or Firefox below.
2. Return 15 minutes prior to the beginning of the auction on the day of the event to join as a viewer.



**Figure 1: View-Only | Pre-Auction**



**Figure 2: View-Only | Auction in Progress**



**Figure 3: Download Auction Client Software - Viewer Only**

## Participating as a Bidder

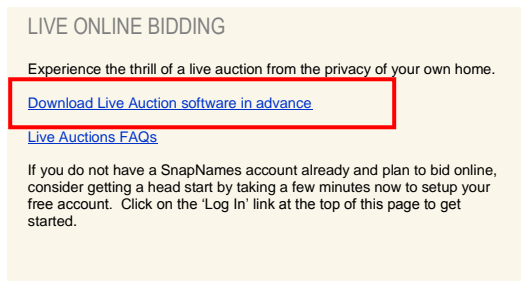
In order to save yourself time on the day of the event you may download the software prior to the auction. Alternatively, you may wait until just prior (15-30 minutes) to the event and click "Join Bidding", after which you will be routed through the installation and ticket retrieval processes if you did not pre-install the software.

### Summary of steps | Pre-Install Option:

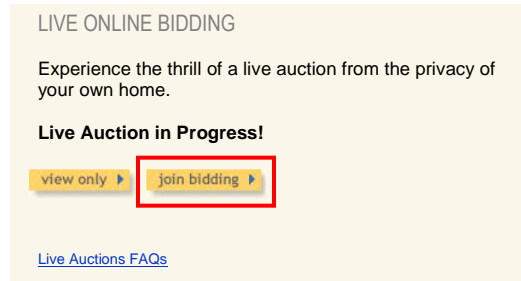
1. Login to your SnapNames account or create a new account.
2. Navigate to [www.snapnames.com/live](http://www.snapnames.com/live) and click on "Download Live Auction software in advance"
3. Review system requirements, select continue to begin download. Download and install Live Auction client software. See detailed installation instructions for Internet Explorer or Mozilla Firefox below.
4. Accept the live terms and conditions.
5. Return at least 30 minutes prior to the beginning of the auction on the day of the event and join as a bidder.
6. After obtaining a free online bidder ticket, the live auction client will launch and you may join the bidding.

### Summary of steps | Auction In-Progress Option:

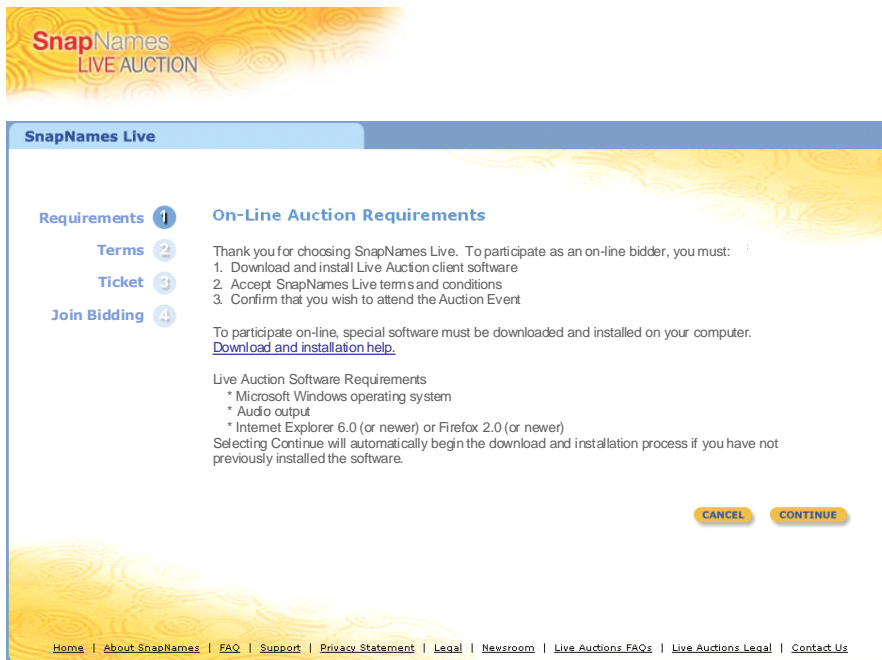
1. Login to your SnapNames account or create a new account.
2. Navigate to [www.snapnames.com/live](http://www.snapnames.com/live) and click on "Join Bidding"
3. Review system requirements, select continue to begin download. Accept the live auction terms and conditions. Obtain your On-line bidder ticket.
4. Download and install Live Auction client software. See detailed installation instructions for Internet Explorer or Mozilla Firefox below.
5. The live auction client will launch and you may join the bidding.



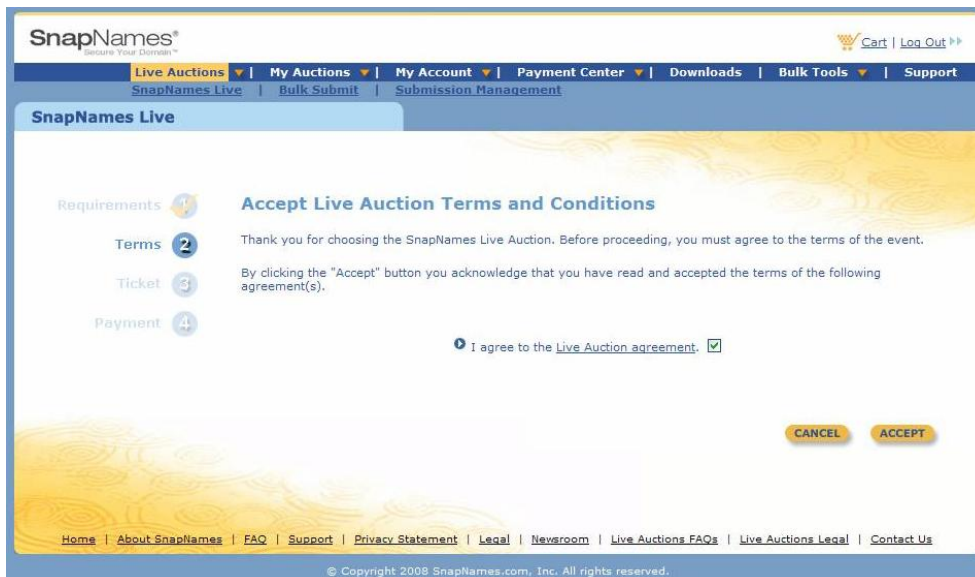
**Figure 4: Download Software | Pre-Auction**



**Figure 5: Obtain Bidder Ticket & Download Client Software | Auction in progress**



Selecting Continue will automatically begin the download and installation process if you have not previously installed the client software and the auction is running. Otherwise, you may return to the [www.Snapnames.com/Live](http://www.Snapnames.com/Live) and select "Download Live Auction client software in advance". See detailed installation instructions for Firefox and Internet Explorer in the next section. Otherwise, you shall proceed to the next step – Terms and Conditions.



You must agree to the Terms and Conditions of the Live Auction. Select the checkbox and click on "Accept".



The screenshot shows the SnapNames Live interface. At the top, there is a navigation bar with links for Live Auctions, My Auctions, My Account, Payment Center, Downloads, Bulk Tools, and Support. Below this is a sub-navigation bar with SnapNames Live, Bulk Submit, and Submission Management. The main content area is titled "SnapNames Live" and features a progress indicator on the left with four steps: Requirements (1), Terms (2), Ticket (3), and Payment (4). The "Ticket" step is currently active, with the heading "Obtain your On-Line Bidder ticket". The text explains that the ticket provides a unique paddle number and exclusive access to bid online. A checkbox labeled "Free Ticket - Live Auction" is checked. At the bottom right of the main content area, there are two buttons: "CANCEL" and "CONTINUE". A footer at the bottom of the page contains various links and the copyright notice: "© Copyright 2008 SnapNames.com, Inc. All rights reserved."

Obtaining your auction entry ticket gets you the exclusive access for the live auction event. Select the checkbox and click on "Continue".

The screenshot shows the SnapNames Live interface after the ticket purchase. The navigation bars are identical to the previous page. The main content area is titled "SnapNames Live" and features a progress indicator on the left with four steps: Requirements (1), Terms (2), Ticket (3), and Payment (4). The "Payment" step is currently active, with the heading "Thank you". The text congratulates the user on purchasing access to SnapNames' most exclusive Live Auctions. A "Print this page" link is provided. Below this, the following information is displayed: "Payment Date: 13-Feb-2008", "Reference #: 1333", "Tickets Purchased: Live Auction", "Cardholder Name: David Smith", and "Amount Paid: Free Ticket". At the bottom right of the main content area, there is a "CONTINUE" button. A footer at the bottom of the page contains various links and the copyright notice: "© Copyright 2008 SnapNames.com, Inc. All rights reserved."

You may print this page for your records. Click on "Continue".



## Downloading the Auction Client before the Auction

Go to [www.snapnames.com/live](http://www.snapnames.com/live) and select Download Live Auction client software in advance.

LIVE ONLINE BIDDING

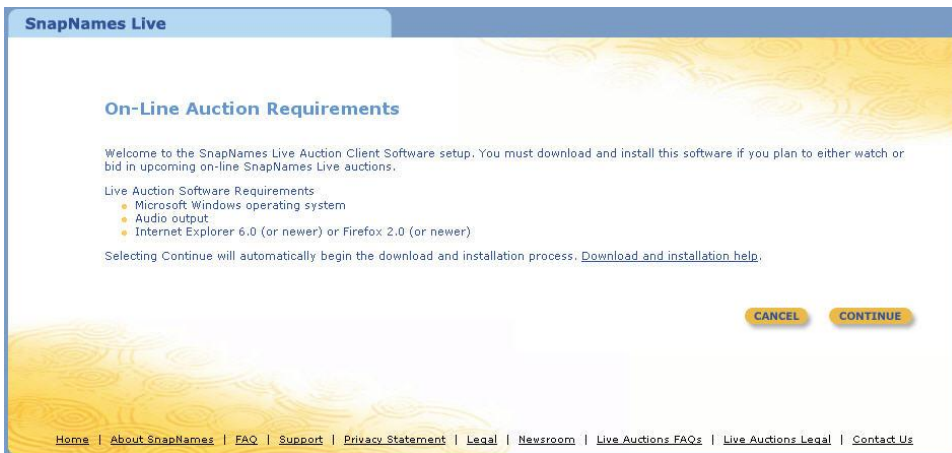
Experience the thrill of a live auction from the privacy of your own home.

[Download Live Auction software in advance](#)

[Live Auctions FAQs](#)

If you do not have a SnapNames account already and plan to bid online, consider getting a head start by taking a few minutes now to setup your free account. Click on the 'Log In' link at the top of this page to get started.

**Figure 6: Download Client | Pre-Auction**



The screenshot shows the 'SnapNames Live' header and a section titled 'On-Line Auction Requirements'. The text reads: 'Welcome to the SnapNames Live Auction Client Software setup. You must download and install this software if you plan to either watch or bid in upcoming on-line SnapNames Live auctions.' Below this, it lists 'Live Auction Software Requirements':

- Microsoft Windows operating system
- Audio output
- Internet Explorer 6.0 (or newer) or Firefox 2.0 (or newer)

It also states: 'Selecting Continue will automatically begin the download and installation process. [Download and installation help.](#)' At the bottom right, there are two buttons: 'CANCEL' and 'CONTINUE'. A footer contains links: Home | About SnapNames | FAQ | Support | Privacy Statement | Legal | Newsroom | Live Auctions FAQs | Live Auctions Legal | Contact Us.

**Figure 7: Download Auction Client Software for Bidding**

Select Continue to begin download an installation.



## Detailed Installation Process (Internet Explorer)

After agreeing to the download, you should see the following screen displayed.

Our system cannot detect a current version of the SnapNames Live™ auction software installed on your computer. Please install the software now.

Live Auction Software Requirements

- \* Microsoft Windows operating system
- \* Audio output
- \* Internet Explorer 6.0 (or newer) or Firefox 2.0 (or newer)

If you have difficulties and need to reach customer support: please call + 1 (800) 385-4075 or +1 (503) 241-8547  
You may also send an email to: support@snapnames.com is available 24/7.

If you need assistance, you can refer to the [Frequently Asked Questions](#).

**Install**

Click to install the SnapNames Live™ Auction Client software  
When prompted to 'open/run' in the following prompts, select 'open/run'.

**Note: Internet Explorer Users:** Installation requires ActiveX be enabled in your browser.  
If you are having problems with this installation, you may need to lower your security settings to allow ActiveX controls to run. Please refer to the support provided by your auction house.

When you select “Install”, you will be prompted to agree to the following Terms and Conditions.

Click on “I Agree, Continue Installation”



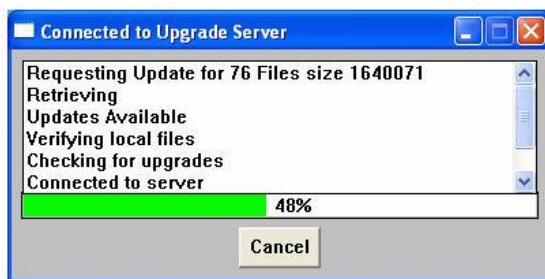
“Run” the following file, or save to disk and run from the download folder.



Select “Run” to install the Auction Client.



The Auction Client will display the following splash screen as the client is installed.



The system will connect to the main auction server and download updates.





## Detailed Installation Process (Firefox)

After agreeing to the download, you should see the following screen displayed.



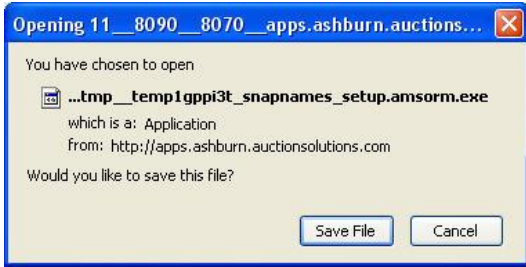
Our system cannot  
verify the version of the SnapNames  
software installed.  
Please install the

### Live Auction Software Requirements

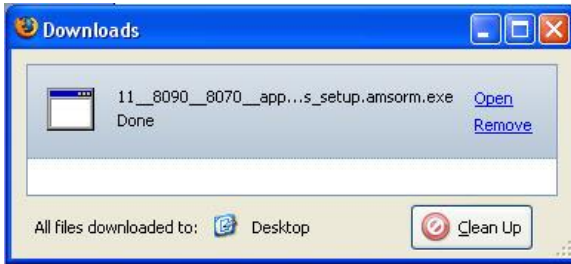
- \* Microsoft Windows operating system
- \* Audio output
- \* Internet Explorer 6.0 (or newer) or Firefox 2.0 (or newer)

When you select "Install", you will be prompted to agree to the following Terms and Conditions.

Click on "I Agree, Continue Installation"

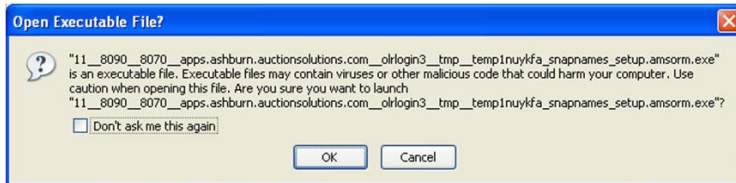


Click on "Save File"



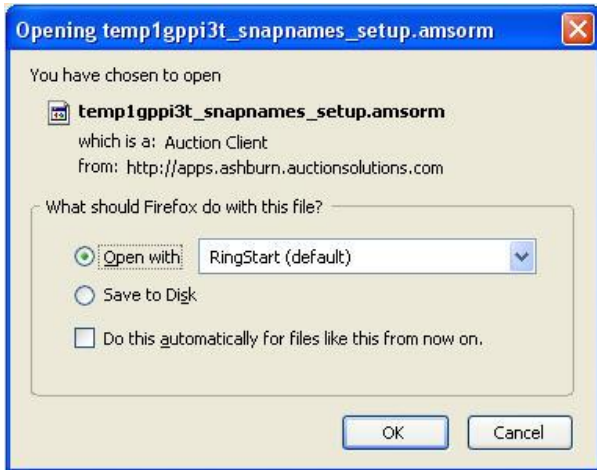
Firefox will display a downloaded file named something similar to "11\_8090\_8070\_ap...".

Click on [Open](#)

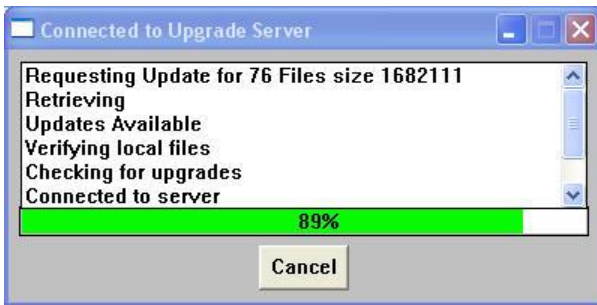


Click on "OK"



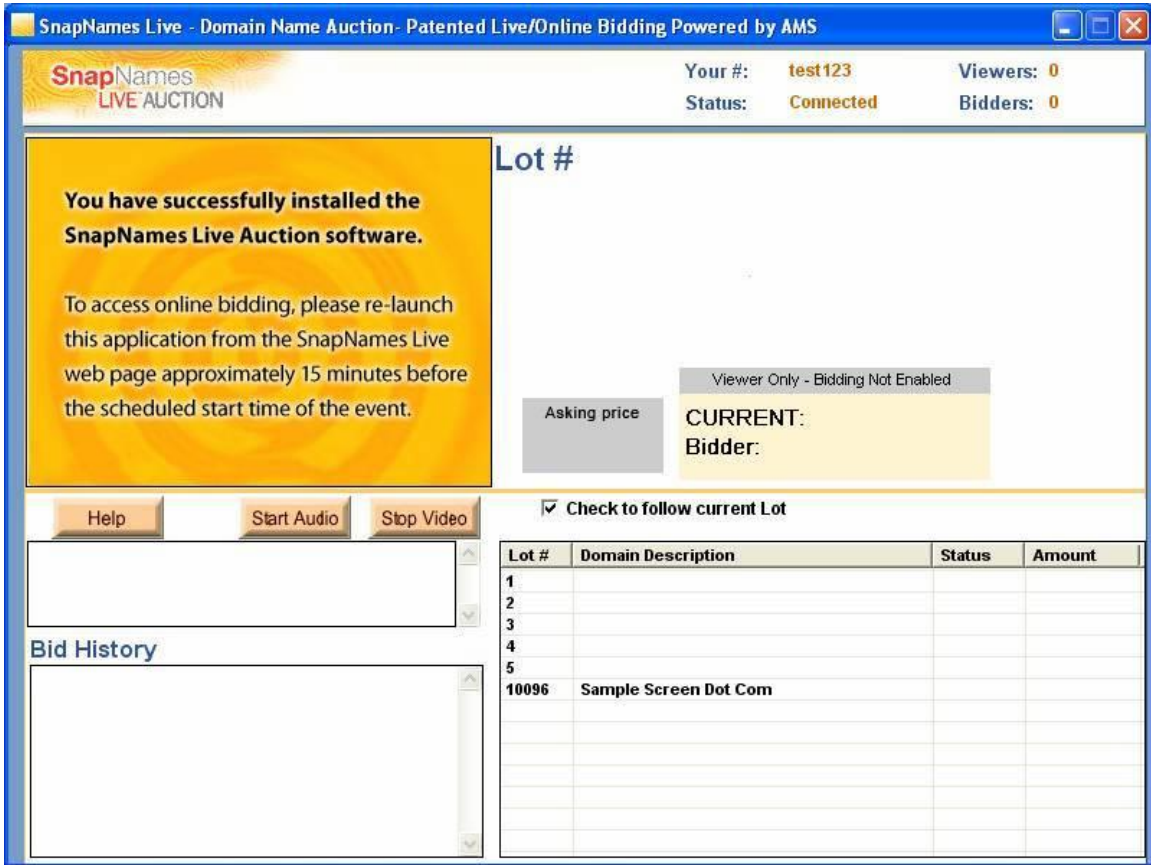


Click on 'OK' (note: this will only appear if the application was previously installed)



The system will connect to the main auction server and download updates.





Please close this application and return when the SnapNames Live Auction is active.

## Removing the Auction Client

In Control Panel, select "Add or Remove Programs", scroll down to "Auction Client" and select Change/Remove. Click "OK" to remove all auction components.

