

Reseller Box Office Cached Data Issue

In the past few months several of our clients have expressed challenges with accessing Reseller Box Office or having password reset issues. This increase has been primarily to the increased focus on PCI compliance of company networks and internet systems.

Storing browser cookies is the primary cause of this issue that can be addressed in several ways depending on your company infrastructure.

1. Cookies can be cleared and disabled on a local computer using the guide we've provided on our RBO wiki page: <http://rbo.sandiegozoo.org/index.php/Web_Browser_Help>.
2. Your company or property's IT department may manage this through Windows Group Policy, which is a centralized way of saving Windows rules and settings across a series of deployed machines at your business or property.  We recently worked with one of our clients on this issue and they were successful in adjusting the Group Policy and Active Directory rules and once again have full access to RBO.

If the steps provided in the wiki help guide above are not correcting the problem, you may wish to contact your property's IT department to see if the Group Policy rules that permit the accessing and repeating of Internet browser cookie information can be disabled for RBO ticket sales for your property.

General explanation:

GP rules = Group Policy rules, which is a set of rules that can be pushed out centrally.  These can affect computer settings, user permissions, etc.

Active Directory = A centralized way to manage to user accounts/computers (and other processes/services) on a Windows network, and can be used to manage Group Policy settings as well.

Please continue to let us know any challenges you may encounter.

Thank you,

San Diego Zoo Global Reseller Box Office Support