

zeno

Technical Specifications

Release Notes – Zendesk Publish –07/04/2025



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1 Introduction

This article provides information on recommended workstation/software requirements for Zeno. In circumstances where you find yourself unable to access Zeno, it may be helpful to contact your IT department. In such cases, you can share this article alongside the [Technical Troubleshooting Questions](#) article. By doing so, you provide your IT team with valuable context and information that may aid them in diagnosing the issue more effectively. This collaborative approach can help streamline the troubleshooting process, ensuring that you receive the assistance you need promptly.

Note - This article is intended for administrators who set up and configure Zeno and for travellers/travel arrangers who use Zeno to make a booking.

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2 Browser Requirements

2.1 Supported Browsers

Note - We don't support any beta versions of these browsers or alternative open-source builds of them.

- Google Chrome™ browser latest version
- Microsoft Edge latest version

2.2 Non Supported Browsers

Zeno may still function on the following browsers BUT Serko does not support them.

- Microsoft Edge 78 or earlier
- Internet Explorer® version 11 and up (support ended on 30 March 2022)

Important Note - Internet Explorer 11

On 19 May 2021, Microsoft announced that Internet Explorer 11 desktop application would retire and no longer be supported from 15 June 2022.

To deliver improved functionality and the best possible user experience, we have decided to end support for IE11 after 31 March 2022. This means that after 31 March 2022, new functionality may not be supported, and any bug fixes or user interface issues related to IE11 will not be fixed.

After 30 April 2022, you will be unable to use IE11 to log into Zeno and will need to switch to one of our supported browsers such as Google Chrome™ or Microsoft Edge.

For more information read our [notification document](#) in Zeno Support Centre.

- Safari®
- Netscape
- Mozilla® Firefox®
- Opera

Note - Zeno might work on non-supported browsers, but its behaviour could be compromised. As an example, the text might not line up or visual cues could render differently than intended.

The minimum recommended operating systems are as per the browser requirements...

- The browser should be running as a standalone application (not running inside another application).
- We recommend that you always keep up to date with the updates for your browser.
- The browser should have the following enabled...
 - Cookies
 - HTTP 1.1
 - TLS
 - JavaScript

3 Proxy Requirements

If your network uses a Proxy server, the Proxy should have the following...

- Timeout setting should be greater than 120 sec
- Caching disabled for Serko® Online
- Compression enabled for GZIP
- Compression enabled for HTTP 1.1

Note - Ensure your Zeno URL is not listed as a blocked site.

Allow all HTTP methods to pass through including: GET, POST, PUT, PATCH, DELETE, OPTIONS, TRACE, HEAD, CONNECT.

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4 Whitelist Requirements

The following domains need to be whitelisted to ensure the network can access all the assets and services required to run the application...

Domains	Potential Impact if NOT Whitelisted
.serko.travel	Users may not be able to access the Zeno online booking tool.
.zeno.travel	Users may not be able to access the Zeno online booking tool.
.serko.absmartly.io	New feature and functionality rollouts might be impacted and may not display as intended to the user.
.serko.absmartly.com	New feature and functionality rollouts might be impacted and may not display as intended to the user.
.gravatar.com	Users may be blocked from creating or displaying an avatar in Zeno.
.googleapis.com	Users may not see mapping information in Zeno; some functionality like looking up hotel locations requires this.
.google-analytics.com	Data will not be available to Serko to review user behaviour in Zeno.
split.io	Users may not be able to access new features or certain behaviours on Zeno/EOS if the domain is unavailable.
.walkme.com	Users may not have access to the guided itinerary experience provided by WalkMe.
.taxi.co.nz	Users may not see images or other information for Air New Zealand taxi transfers in New Zealand.
.expedia.com	Users may not see images or other information for Expedia properties.
.azureedge.net	Users may experience missing assets, including but not limited to images and icons.
bam.nr-data.net	Logging and monitoring may not be available to Serko technical staff to assist with troubleshooting issues.
js-agent.newrelic.com	Logging and monitoring may not be available to Serko technical staff to assist with troubleshooting issues.

5 Connectivity Requirements

Zeno requires broadband internet connectivity.

- The recommended minimum bandwidth is 1Mbps download speed.
- The only port required is 443 (SSL).

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