

ID: 74

P1 2019-12-19 Upcoming Duo certificate authority bundle expire April 16. (ID:74)

22/1/26 16:36 Email Duo Email forwarded to staff@cohdawireless.com

Active: True Status: WAITING

Ticket No.:

Purchase Order No.:

Flags (1on1, Exch, ITP):

Email:

cohda-74.txt - P1 2019-12-19 Upcoming Duo certificate authority bundle expiration (ID:74)

19/12/25

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Email from Duo advising Duo's existing CA bundle will expire with instructions on on how to see who is impacted. It looks like Dan is the only user.

5/1/26

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01:03 Email to Dan advising he needs to update is Duo Authenticator. AFAICT he is running 4.75.0

12/1/26

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23:04 Email from Dan advising he will need to buy a new phone in order to update the Duo authenticator app as his phone is running old Android 10. He advised he will do this before Feb 2.

21/1/26

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18:22 Created this ticket.

22/1/26

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07:24 Email from Duo advising Duo Mobile end of support for iOS 16 and Android 11 effective April 16, 2026.

Logged into Duo portal <https://admin.duosecurity.com/login> - Refer KeePass.

Devices -> Phones -> sort by Platform. dkeil & mrzad are running Android 10. Wil is running iPhone 11. (iOS 16.0)

16:36 Email Duo Email forwarded to staff@cohdawireless.com. Status set to "WAITING"

28/1/26

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11:56 Email from duo reminding existing CA bundle will expire. Forward on to Dan 29/1/26

24/1/26

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06:50 "RE:01767962 Proactive - CA Pinning" Email received from noreply@salesforce.com on behalf of support@duosecurity.com asking if I still need help from Duo. Presumably with regards to the CA Bundle.

25/1/26

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09:47 Replied to Duo email from 24/1/26 advising that I didnt need help.

10:08 Email sent to Wil, Michal & Dan reminding them to upgrade there devices

-Michal: +61 422 722 785 Android 10 - Last seen 3 months ago

-Dan: +1 248 385 4673 Android 10 - Last seen 3 months ago

-Wil: +61 424 643 732 Iphone 11 - Last seen 3 years ago

Ticket UPDATED: 2026-02-25 10:14 (TODO.EXE v2026.2.20.1720)