Blackboard

Duo 2 Factor Authentication Push Notification does not Work on iOS 11

Date Published: Aug 21,2019 **Category:** Planned_First_Fix_Release:Future_Reference_Learn; Product:Authentication_and_Security_Learn,Communication_Tools; Version:Learn_9_1_Q2_2017_3200_0_0,Learn_9_1_Q4_2017,Learn_9_1_Q2_2018,Learn_9_1_Q4_2018,Learn_9_1_Q4_2016_3100_0_0_rel_107_401e,SaaS,Learn_9_1_Q2_2
Article No.: 000070340

Product: Mobile

Release: 9.1;SaaS

Service Pack(s): Learn 9.1 Q2 2017 (3200.0.0), Learn 9.1 Q4 2017 (3300.0.0), Learn 9.1 Q2 2018 (3400.0.0), Learn 9.1 Q4 2018 (3500.0.0), Learn 9.1 Q4 2016 (3100.0.0-rel.107+401e, SaaS, Learn 9.1 Q2 2016 (3000.1.0-rel.52+991d)

Description: The Duo 2-factor authentication Push Notification method fails in the Blackboard and Instructor apps on iOS 11 devices.

Steps to Replicate:

1. Log into the Blackboard app with an account that requires Duo 2-factor authentication
2. Request a Duo 2FA push notification
3. Accept Duo 2FA push notification

Expected Behavior:
The Blackboard app loads the User's account

Observed Behavior:
The Blackboard app remains on the Duo 2FA screen with a session error message

https://help.blackboard.com/Blackboard_App/Known_Issues#duo-fa-push-notification-not-supported_OTP-4

Cause: This issue only affects iOS 11 devices. There was a change in iOS 11 UIwebView which causes requests to be terminated when put in the 'background'. So, when bringing the Duo app to the forefront to approve the pending authentication transaction, the request being approved in the background is lost. Older iOS devices and Android appear to work fine in most configurations. However, as this is not an officially supported feature of the Blackboard and Instructor apps, Bb does not yet guarantee this functionality.
Resolution/Workaround: Workaround - Use the Duo passcode option.

Resolution - This issue was resolved by iOS 12

Target Release: Future Reference

Patch Available: No