



Effective February 8, 2024, Duo Mobile will no longer support **Android 10 and iOS 14**.

By limiting our support to newer operating systems, Duo can continue to build more user-friendly and secure features. We recommend that users upgrade to the latest iOS or Android version to receive ongoing security updates and improvements.

According to our records, you have end users authenticating with Duo Mobile on Android 10 or iOS 14. We recommend working with your end users to upgrade to supported authentication device operating systems by **February 2024**.

What is changing?

Google and Apple deploy new operating systems as major releases every year. As part of these release cycles, older operating systems on Android and iOS mobile devices stop receiving important updates and go through end-of-service and end-of-life phases. To anticipate these OS deprecations, Duo will no longer support Duo Mobile on Android 10 or iOS 14.

This end-of-support milestone means that:

- Duo teams will no longer be able to troubleshoot issues with Duo Mobile running on Android 10 or iOS 14 or older.
- Duo Push will continue to work on already-installed versions of Duo Mobile on Android 10 or iOS 14, and users will continue to be able to authenticate.
- Duo Mobile-generated passcodes will also continue to work on already-installed versions of the app, and users will continue to be able to authenticate.
- SMS-delivered passcodes and phone callback authentication are not affected by this change. These methods do not rely on Duo Mobile.
- Duo Mobile will continue to be fully supported on iOS 15 or Android 11 or newer.
- Mobile devices using Android 10 or iOS 14 will no longer receive Duo Mobile maintenance fixes or security updates.
- Users cannot download the latest version of Duo Mobile on mobile devices running on Android 10 or iOS 14.

Refer to the Duo Knowledge Base for more information on versions of Android and iOS supported by Duo Mobile.

Recommended: Update to Supported Mobile Device Version

Resources

- [Duo Mobile on Google Play](#)
- [Duo Mobile on the App Store](#)
- [Guide to Duo Restore](#)
- Knowledge Base: [Which versions of Android does Duo Mobile support?](#)
- Knowledge Base: [Which versions of iOS does Duo Mobile support?](#)
- Knowledge Base: [Guide to Duo Restore for Duo Mobile account recovery](#)
- Check out the [Guide to Duo End-of-Life and End-of-Support Plans](#). This guide provides an up-to-date list of current and past end-of-life plans for Duo products.

Duo Technical Communications Team

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