

# Duo Mobile

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# General Duo

## Troubleshooting

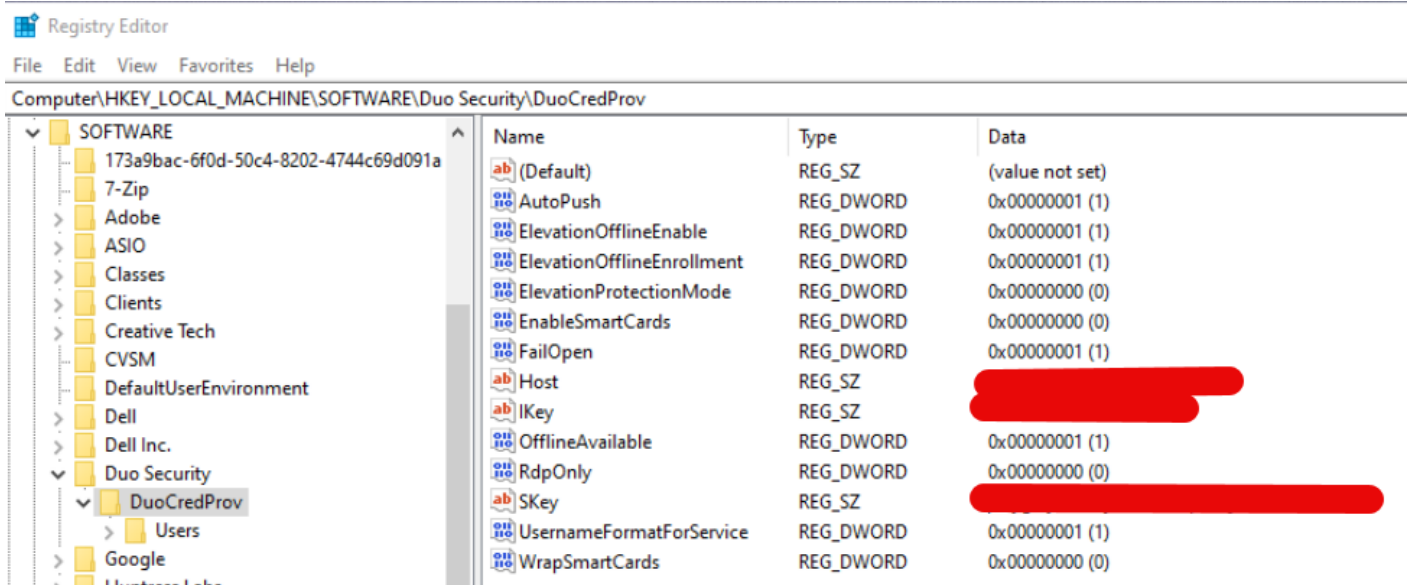
1. user cannot get in with wrong security groups
  1. wrong username alias
  2. possibly not in the right group at all
  3. azure might remove underscores and periods on azure joined machines
    1. might have to create an alias with the dash in the name but not the period

# Duo Hybrid Environment reporting wrong Address to Duo

Just as an FYI, for Azure-only environments in Duo, for some reason the Windows Login app reports almost the "wrong" address to Duo.

This is why historically we've had to create an alias without the period in the middle, in Duo

There *is* a fix for it that does not involve aliases, but it involves a registry key and restarting the computer.



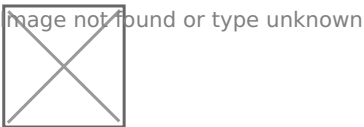
HKLM\SOFTWARE\Duo Security\DuoCredProv

UsernameFormatForService should instead be a "0" so it actually reports "firstname.lastname@domain.com" to Duo, in Azure-only environments. For some reason, Hybrid environments don't have this limitation and I don't know why.

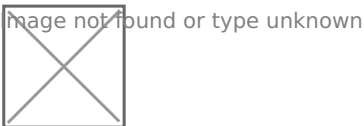
# Adding DUO to ScreenConnect

[https://docs.connectwise.com/ConnectWise\\_ScreenConnect\\_Documentation/Get\\_started/Administration\\_page/Security\\_page/Enable\\_two-factor\\_authentication\\_for\\_host\\_accounts/Configure\\_two-factor\\_authentication\\_with\\_Duo](https://docs.connectwise.com/ConnectWise_ScreenConnect_Documentation/Get_started/Administration_page/Security_page/Enable_two-factor_authentication_for_host_accounts/Configure_two-factor_authentication_with_Duo)

1. Go to the [duo admin center](#) and log in
2. switch to the CTS Computers - Internal tenant
3. Navigate to Applications along the side and then select the Auth API Option
4. Create a new Auth API policy or use the existing one
5. Note down the api hostname, secret key, and integration key
6. Navigate to the ScreenConnect Admin portal, and then web configuration settings



8. scroll to the bottom of the page and input your duo information from earlier
9. Edit any existing users you wish to use with duo and change the OTP option like so



11. Under the OTP option enable "duo: username"
12. This will be the username that is sent to duo. This must match the usernames in Duo.

# Add virtual hardware token to Duo

Use the following website to create a secret key for TOTP 6 digit

[TOTP Generator \(xanxys.net\)](https://xanxys.net)

DUO, requires the secret to be in HEX

ITG, requires in Base32

[xanxys.net](https://xanxys.net) / TOTP Generator

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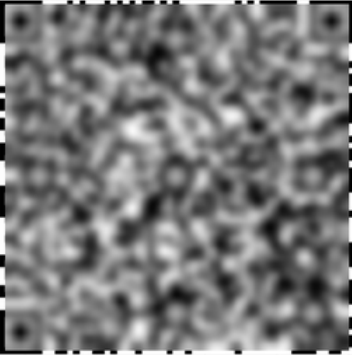
## What's this?

This site generates TOTP (Time-based One Time Password) QR code completely in your browser (you can check source to verify it).

## Account Information

Issuer Name:  Account Name:

## QR Code



## Text Config

Type these if you can't read QR code:

Secret key (base32):    
Type: Time Based

Details (for the curious):

Period: 30 sec   
Digits: 6

Values in other formats:

Secret key(hex string):    
Secret key(hex array):

## Import Hardware Tokens



Duo supports HOTP, TOTP, and YubiKey tokens. Use this form to import your tokens; then you'll be able to add them to your users.

The CSV format depends on the type of tokens you're importing:

**HOTP** <serial number>,<HOTP secret key>[,<HOTP counter>]

**TOTP** <serial number>,<TOTP secret key>[,<TOTP time step>]

**YubiKey** <serial number>,<private identity>,<secret key>

**Note:** The HOTP counter field is optional and assumed to be 0 if not specified. The TOTP time step field is also optional and is assumed to be 30 seconds if not specified

Token type

TOTP 6-digit

**Note:** Duo Security does not support TOTP token drift or TOTP resync. As a result, TOTP tokens may eventually fall out of sync and generate invalid passcodes.

CSV token data

Random 6 digits,  
HEX,  
TOTP Time

Import Hardware Tokens

Should look like this

123456,cd074dac8ad1fb6fb3d513a713e160cd6a10c6f3,30