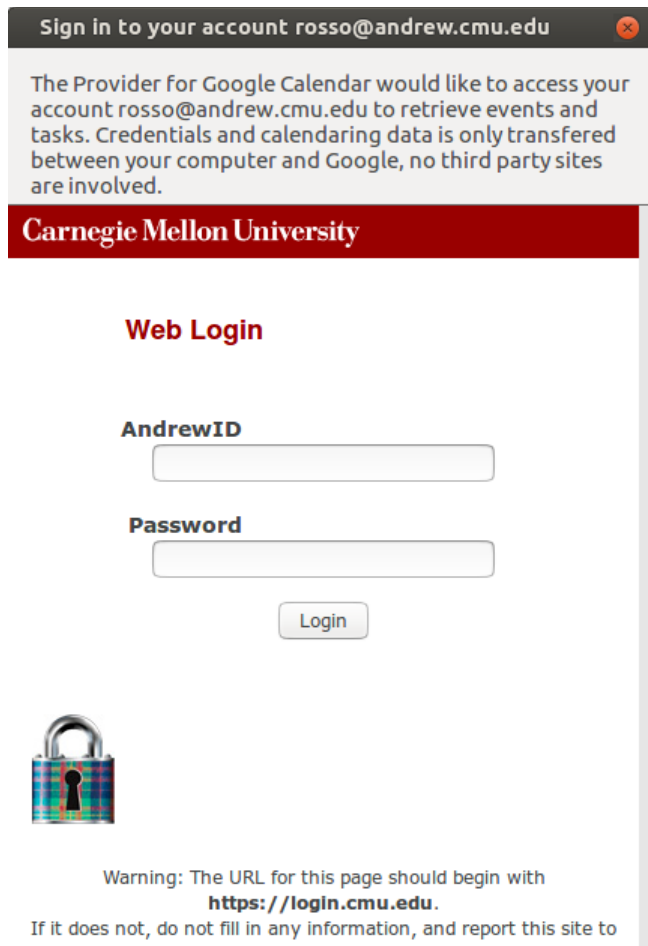
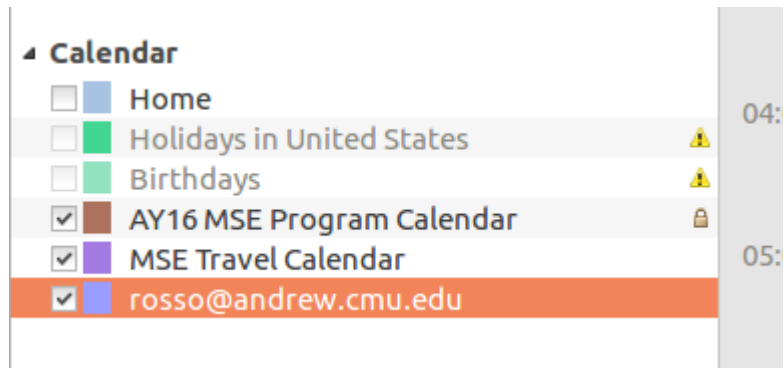
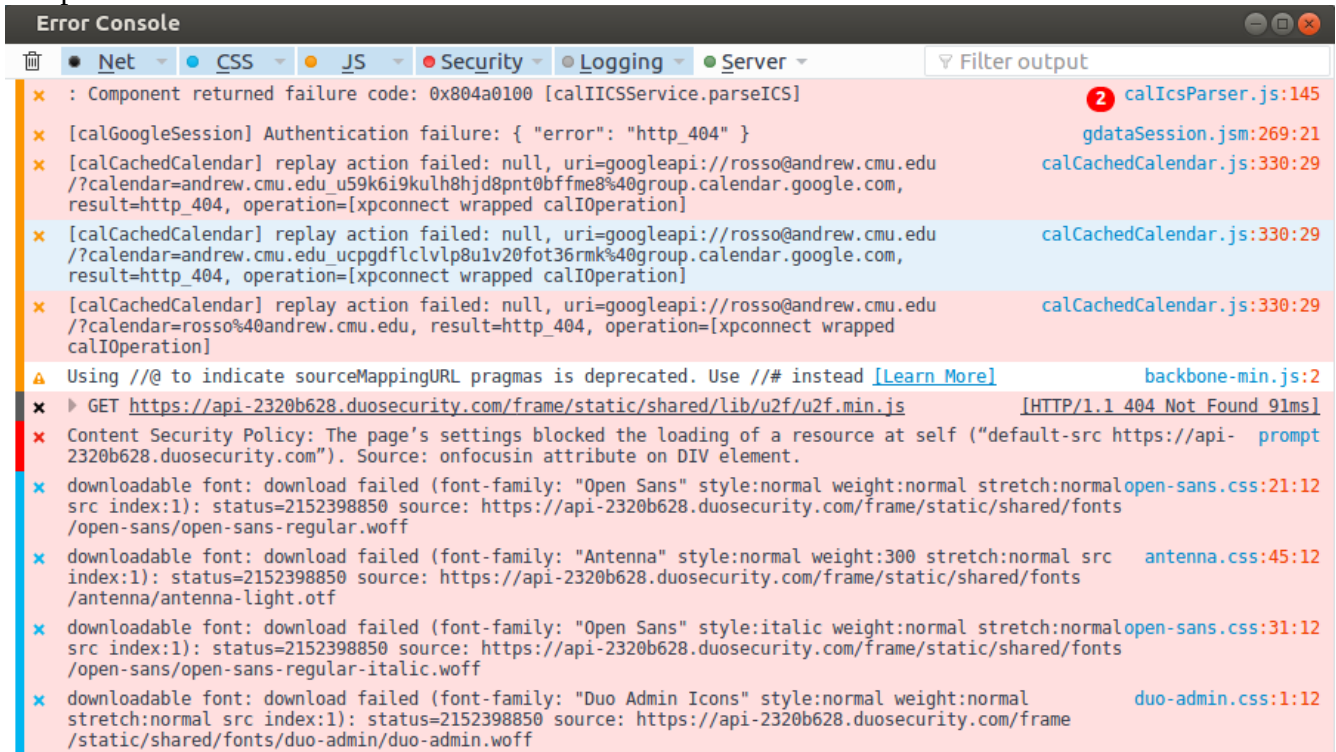


Everything worked before automatic upgrade from 4.7 Lightning



The DUO window appears briefly for about a second and then disappears. Sometimes I can see some information and sometimes I can't. Below I will put the screen for the correct login sequence. As I said this used to work. Also Google provider used to properly log into Google and register itself, it doesn't do that anymore.

I deleted everything in the error console before I began and here are the results after I attempt to complete the above:



Below is the proper login sequence from a webpage into our system using DUO

Web Login

AndrewID

Password



Warning: The URL for this page should begin with **https://login.cmu.edu**.
If it does not, do not fill in any information, and report this site to it-help@cmu.edu.

[About](#) | [Change Password](#) | [Forgot Password?](#)

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[What is this?](#) [Need help?](#)

Device:

Choose an authentication method

Duo Push Used automatically

Passcode

Remember me for 30 days

Pushed a login request to your device...

Followed by this screen:

This is the one I can't see in Thunderbird after the update. At this point it has pushed a request to my phone. If I wait 30 seconds it will come back and prompt for me to enter an option. I can even use the 30 day option, but this only holds for the browser. I don't get any of these options with Thunderbird access.

This screen just barely flashes and only part of it on the screen. No other errors appear out of Lightning, or Thunderbird.