



# Gemalto Bluetooth Device Manager

## CUSTOMER RELEASE NOTES

**Version:** 3.1.0 – Windows - Multi-Host  
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## Product Description

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The Gemalto Bluetooth Device Manager (GBDM) application for Windows 7, 8.1 and 10, and the Bluetooth Smart Card Reader Manager use the standard PCSC interface to communicate transparently with SafeNet Reader CT1100, SafeNet Reader K1100, Ezio Bluetooth Reader and Ezio Flex Token.

The GBDM for Window (7, 8.1 and 10) provides a PC/SC compliant way to operate with Gemalto Bluetooth smart readers. Any application using the Microsoft Windows native PC/SC layer can communicate with a smart card via the Gemalto Bluetooth reader as easily as a USB reader.

A corporate application will provide smart card logon, email signature & encryption, SSL authentication and more.

An eBanking application will provide transaction signing operations between the reader and an online eBanking server.

## Release Description

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This release of Gemalto's Bluetooth Device Manager for Windows covers bug fixes, known limitations and enhancements.

## New Features and Enhancements

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The Gemalto Bluetooth Device Manager offers the following new features and enhancements:

- Support for Multi-Host

## Advisory Notes

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When connecting a SafeNet CT1100 Reader or SafeNet K1100 Reader to the USB Port, you can download the Gemalto USB driver for Windows 7 / 8.1 (32-bit and 64-bit) by clicking the link below:

[http://support.gemalto.com/index.php?id=bluetooth\\_ct1100\\_reader0#.WJeuHE0zWzk](http://support.gemalto.com/index.php?id=bluetooth_ct1100_reader0#.WJeuHE0zWzk)

# Supported Operating Systems

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The Gemalto Bluetooth Device Manager is designed to be used on the following Windows operating systems:

- Windows 7 SP1 (32-bit, 64-bit)
- Windows 8.1 (32-bit, 64-bit)
- Windows 10 (32-bit, 64-bit)



**NOTE:** Windows 7 and 8.1 must be used with a Bluegiga dongle.

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# Supported Gemalto Bluetooth Smart Readers

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The Gemalto Bluetooth Device Manager operates with the following readers:

- SafeNet Reader CT1100 (Smart Card Badge Holder)
- SafeNet Reader K1100 (Smart Card Token)
- Ezio Bluetooth Reader
- Ezio Flex Token

# Installation and Upgrade Information

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## Installation File Names and Product Version Numbers

The installation package can be accessed from the following link:

[http://support.gemalto.com/index.php?id=download\\_driver\\_bluetooth\\_reader](http://support.gemalto.com/index.php?id=download_driver_bluetooth_reader)

Operating System	Installation File Name	Product Version Number
<b>Windows 7 and 8.1</b>	Gemalto_Bluetooth_Device_Manager_Win7_Win8_3.1.0.msi (This installation can be used on Windows 10 with a dongle)	3.1.0
<b>Windows 10</b>	Gemalto_Bluetooth_Device_Manager_Win10_3.1.0.msi (This installation is to be used with a built-in Bluetooth LE)	3.1.0

## Upgrade

- For Windows, it is recommended that a full installation is performed instead of upgrading to V3.1.0.

## Resolved Issues

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Issue	Synopsis
BLES DK-480	The following error message sometimes appeared after pairing an Ezio Flex Token for the first time: "The Device timed out. Please click on the left arrow and run the pairing process again". This message could have been ignored, as it was not accurate and did not reflect the real status of the reader.

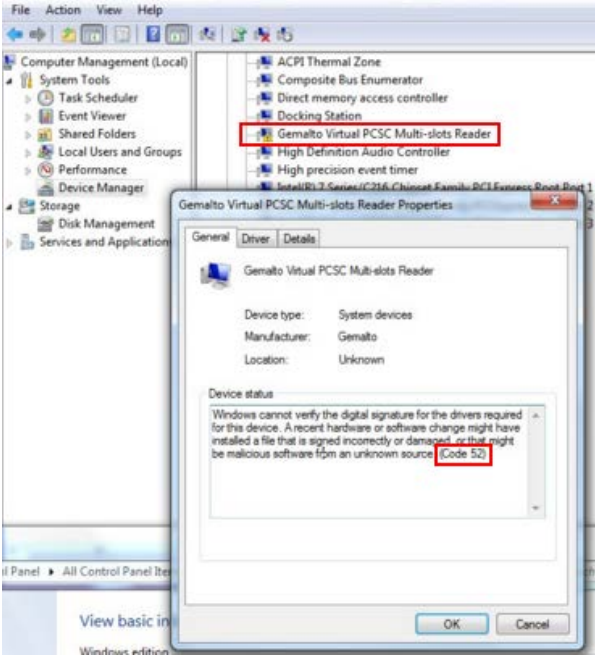
## Known Issues

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Issue	Synopsis
BLES DK-677	<b>Summary:</b> When replacing a card in a CT1100 reader, the newly connected smart card is not usable. <b>Workaround:</b> Restart the CT1100
BLES DK-673	<b>Summary:</b> As GBDM is a system tray application, it cannot be accessed when switching a Microsoft tablet from standard mode to tablet mode. <b>Workaround:</b> Switch the Microsoft tablet back to standard mode.
BLES DK-671 BLES DK-652 BLES DK-639 BLES DK-446	<b>Summary:</b> The PC sometimes does not succeed in communicating with the device. The blue led on the device indicates that the device is ready to be paired, but the PC is not able to detect the device. <b>Workaround:</b> Unplug the dongle for at least 15 seconds (when using a Bluegiga dongle), restart the device or restart the computer.
BLES DK-636	<b>Summary:</b> Sometimes a warning message is displayed above the system tray indicating that the connection has been lost when in fact the connection is still available. <b>Workaround:</b> Wait a few seconds or click on it.
BLES DK-634	<b>Summary:</b> On some occasions, the reader remains connected while the Windows session goes into sleep mode. This results in the reader not being able to be used to perform a smart card unlock. <b>Workaround:</b> If the connection is not regained after a few seconds, the user must restart the device.
BLES DK-452 BLES DK-450	<b>Summary:</b> If the Microsoft <i>Smart Card Removal Policy</i> service is started on Windows 7 and Windows Server 2008 R2, the hibernate process can be stopped due to an error in the Winlogon.exe process. The computer becomes inaccessible and the user has to perform a forced shutdown and restart the machine. <b>Workaround:</b> Install Microsoft KB2562672.
BLES DK-430	<b>Summary:</b> The PC may sometimes lose connection with the device for few seconds. If a smart card is used to logon, the Microsoft session will be locked. <b>Workaround:</b> None. Connection is restored automatically. If a smart card is used to logon, unlock the Windows session.

Issue	Synopsis
BLESDK-501 BLESDK-369	<p><b>Summary:</b> Due to the GBDM windows multi-host design, GBDM may take a few seconds till it starts to read the card. This occurs after the card is connected and the reader is powered on.</p> <p><b>Workaround:</b> None.</p>
BLESDK-488	<p><b>Summary:</b> Changing from one card to another while the desktop is in hibernate mode, may cause the device not to work when returning from hibernate mode.</p> <p><b>Workaround:</b> Reboot your PC.</p>
BLESDK-479	<p><b>Summary:</b> The reader sometimes appears available and ready to connect on the GBDM when in fact it is powered off. Clicking on the arrow to refresh the GBDM screen does not work.</p> <p><b>Workaround:</b> None.</p>
BLESDK-477	<p><b>Summary:</b> Too much card movement (connecting and disconnecting) causes the system to receive a mute card event.</p> <p><b>Workaround:</b> Turn the reader off and then on again.</p>
BLESDK-329	<p><b>Summary:</b> When installing the GBDM via the Group Policy Editor (GPO), it is not possible to pair the reader.</p> <p><b>Workaround:</b> Restart the BCCIDService or restart the computer.</p>
BLESDK-228	<p><b>Summary:</b> If the .Net framework is not installed, or a version that is below 4.5.1 is installed, an error message is displayed during the installation on Windows7.</p> <p><b>Workaround:</b> Install .Net Framework 4.5.1 or higher.</p>
BLESDK-246	<p><b>Summary:</b> On some occasions, after pairing a reader (SafeNet Reader CT1100, SafeNet Reader K1100, or Ezio Bluetooth Reader) with the GBDM (on Windows 7 or 8.1), the reader is not listed as paired in the GBDM after the Bluegiga dongle is disconnected and then reconnected.</p> <p><b>Workaround:</b> Perform either one of the following:</p> <ol style="list-style-type: none"> <li>1. Disconnect the Bluegiga dongle and connect it to a different port.</li> <li>2. Uninstall and then re-install GBDM.</li> </ol>
BLESDK-243	<p><b>Summary:</b> If the Bluegiga Bluetooth Low Energy dongle is connected before installing the Gemalto Bluetooth Device Manager (GBDM), the GBDM installation fails.</p> <p><b>Workaround:</b> Ensure that the Bluegiga Bluetooth Low Energy dongle is disconnected when installing GBDM.</p>

Issue	Synopsis
BLESDK-211	<p><b>Summary:</b> When entering sleep or hibernate mode on certain DELL laptops with Windows 7 and 8.1, and with DELL ControlVault solution software (fingerprint), causes the PC to crash (blue screen).</p> <p><b>Workaround:</b> Perform either one of the following:</p> <ol style="list-style-type: none"> <li>1. Install ControlVault driver and firmware on your DELL laptop by clicking the link below:   <a href="ftp://ftp.dell.com/Manuals/all-products/esuprt_software/esuprt_endpoint_security_soln/dell-data-protection-encryption_User%27s%20Guide17_en-us.pdf">ftp://ftp.dell.com/Manuals/all-products/esuprt_software/esuprt_endpoint_security_soln/dell-data-protection-encryption_User%27s%20Guide17_en-us.pdf</a> </li> </ol> <p><b>OR:</b></p> <ol style="list-style-type: none"> <li>2. Go to: <b>PC Bios&gt;Settings&gt;Power Management&gt;USB Wake Support</b> and select <b>Enable USB Wake Support</b>.</li> </ol>
BLESDK-114	<p><b>Summary:</b> When 'User A' pairs the BLE Reader and then switches to 'User B' the BCCID service stops functioning.</p> <p><b>Workaround:</b> Restart the operating system or kill 'User A' from the BCCID process.</p>
BLESDK-112 BLESDK-80	<p><b>Summary:</b> Working on operating systems that have not been updated with the latest Microsoft updates, causes the Bccid service, COM ports and dongle to dysfunction.</p> <p><b>Workaround:</b> Ensure that you update your operating system with the latest Microsoft updates.</p>

Issue	Synopsis
BLESDK-80	<p><b>Summary:</b> On some occasions, after installing the Bccid Service on Windows 7 (32-bit and 64-bit), the Bluetooth Smart Reader cannot be paired and the Device Manager displays the Gemalto Virtual PCSC Multi-slots Reader with a yellow exclamation mark (Computer Management&gt;System Tools&gt;Device Manager&gt;System devices&gt;Gemalto Virtual PCSC Multi-slots Reader).</p> <p>An error message (code 52) is displayed.</p>  <p><b>Workaround:</b> Install the following:  KB2921916: <a href="https://support.microsoft.com/en-us/kb/2921916">https://support.microsoft.com/en-us/kb/2921916</a>  KB3033929: <a href="https://support.microsoft.com/en-us/kb/3033929">https://support.microsoft.com/en-us/kb/3033929</a></p> <p>After installing the above Microsoft KB's, restart your operating system.</p>

## Product Documentation

The following product documentation is associated with this release:

- 007-013679-002\_Gemalto\_Bluetooth\_Device\_Manager\_V3.1.0\_Windows\_Multi-Host\_Integration\_Guide\_RevA

We have attempted to make these documents complete, accurate, and useful, but we cannot guarantee them to be perfect. When we discover errors or omissions, or they are brought to our attention, we endeavor to correct them in succeeding releases of the product.

## Support Contacts

If you encounter a problem while installing, registering, or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or Gemalto Customer Support. Gemalto Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.