

Gemalto Bluetooth Device Manager

RELEASE NOTES

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Product Description

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

Gemalto Bluetooth Device Manager V3.4.0 for Windows covers bug fixes and stability of Single-Host support.

Advisory Notes

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

Supported Operating Systems

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.
 - Update your Operating System and associated drivers before proceeding with the installation. Specific attention must be placed on Windows embedded OS.
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Supported Gemalto Bluetooth Smart Readers

The Gemalto Bluetooth Device Manager operates with the following readers:

- SafeNet Reader CT1100 (Single-Host, Multi-Host)
- SafeNet Reader K1100 (Single-Host)
- Ezio Bluetooth Reader (Single-Host)
- Ezio Flex Token (Single-Host)

Installation and Upgrade Information

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

Operating System	Installation File Name	Product Version Number
Windows 7 and 8.1	Gemalto_Bluetooth_Device_Manager_Win_With_Dongle_3.4.0.93.msi (This installation can be used on Windows 10 with a dongle)	3.4.0
Windows 10	Gemalto_Bluetooth_Device_Manager_Win10_With_Native_BLE_3.4.0.93.msi (This installation is to be used with a built-in Bluetooth LE)	3.4.0

Upgrade

- For Windows, it is recommended that a full installation is performed instead of upgrading to V3.4.0.

Resolved Issues

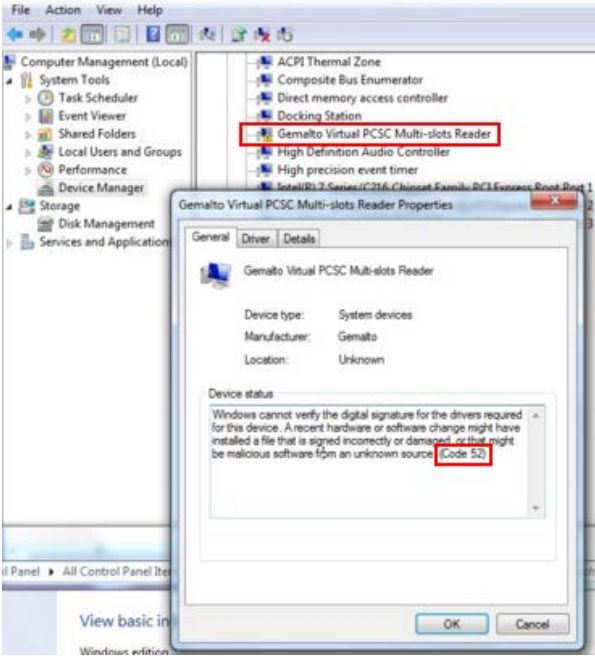
Issue	Synopsis
BLES DK-866	The Ezio reader could not be connected after the PC resumed from sleep mode.
BLES DK-903	GBDM stopped responding after the PC resumed from sleep mode.
BLES DK-228	If the .Net framework was not installed, or a version below 4.5.1 was installed, an error message was displayed during the installation on Windows7.

Known Issues

Issue	Synopsis
BLES DK-908	<p>Summary: When an incorrect secure code is entered (on Windows 8.1) during the pairing process, the Ezio Reader does not appear in the 'Ready to be paired' list.</p> <p>Workaround: Click the back arrow to return to the 'Device ready to be paired' screen and then click the back arrow again to return to the 'Gemalto Bluetooth Device Manager' window and perform the pairing process again by clicking '+'. </p>
BLES DK-909	<p>Summary: Readers cannot be unpaired (on Windows 10 v1703) when it is turned off or Bluetooth scanning is off.</p> <p>Workaround: Pair the reader again, connect the reader to GBDM and then unpair the reader while it is still connected.</p>
BLES DK-899	<p>Summary: The message 'Device time out' appears on the Ezio Bluetooth reader during the pairing process.</p> <p>Workaround: Turn off the reader and pair the reader again.</p>
BLES DK-882	<p>Summary: After upgrading GBDM to V3.4 the reader must be paired again.</p> <p>Workaround: Pair the reader again after upgrading to build 3.4.0.</p>
BLES DK-860	<p>Summary: After performing a shut down on a Tablet Surface 4 (on Win 10 v1703), the BCCID service sometimes stops running.</p> <p>Workaround: Restart Microsoft Tablet Surface 4.</p>
BLES DK-832	<p>Summary: When pairing a Bluetooth reader (on Windows 10 v1703) for the first time, GBDM displays the incorrect reader name (Bluetooth + ID).</p> <p>Workaround: Continue with the pairing process and the correct reader name will be displayed in the following steps.</p>
BLES DK-823	<p>Summary: Reader appears connected in GBDM and system pairing even though it is powered off (on Windows 10 v1703).</p> <p>Workaround: Restart the PC.</p>
BLES DK-788	<p>Summary: On some computers, GBDM may fail to respond after resuming from sleep or hibernate mode. Even if the reader appears as connected, the card detection or the communication with the card fails.</p> <p>Workaround: Restart the computer.</p>

Issue	Synopsis
BLESDK-677	<p>Summary: When replacing a card in a CT1100 reader, the newly connected smart card sometimes fails to respond.</p> <p>Workaround: Restart the CT1100</p>
BLESDK-673	<p>Summary: As GBDM is a system tray application, it cannot be accessed when switching a Microsoft tablet from standard mode to tablet mode.</p> <p>Workaround: Switch the Microsoft tablet back to standard mode.</p>
BLESDK-671	<p>Summary: When disconnecting the dongle, it is sometimes not recognized after re-connecting it.</p> <p>Workaround: Do not disconnect the dongle. If there's an issue, reboot the computer.</p>
BLESDK-636	<p>Summary: 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.</p> <p>Workaround: Wait a few seconds or click on it.</p>
BLESDK-634	<p>Summary: 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.</p> <p>Workaround: If the connection is not regained after a few seconds, the user must restart the device.</p>
BLESDK-488	<p>Summary: 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>Workaround: Reboot your PC.</p>
BLESDK-479	<p>Summary: 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>Workaround: This is a display error. There is no impact on the reader's behavior. This display error disappears after a reboot.</p>
BLESDK-477	<p>Summary: Too much card movement (connecting and disconnecting) causes the system to receive a mute card event.</p> <p>Workaround: Turn the reader off and then on again.</p>
BLESDK-450	<p>Summary: 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.</p> <p>Workaround: Install Microsoft KB2562672.</p>
BLESDK-430	<p>Summary: 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.</p> <p>Workaround: None. Connection is restored automatically. If a smart card is used to logon, unlock the Windows session.</p>

Issue	Synopsis
BLESDK-329	<p>Summary: When installing the GBDM via the Group Policy Editor (GPO), it is not possible to pair the reader.</p> <p>Workaround: Restart the BCCIDService or restart the computer.</p>
BLESDK-246	<p>Summary: 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>Workaround: Perform either one of the following:</p> <ol style="list-style-type: none"> 1. Disconnect the Bluegiga dongle and connect it to a different port. 2. Uninstall and then re-install GBDM.
BLESDK-243	<p>Summary: If the Bluegiga Bluetooth Low Energy dongle is connected before installing the Gemalto Bluetooth Device Manager (GBDM), the GBDM installation fails.</p> <p>Workaround: Ensure that the Bluegiga Bluetooth Low Energy dongle is disconnected when installing GBDM.</p>
BLESDK-228	<p>Summary: 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>Workaround: Install .Net Framework 4.5.1 or higher.</p>
BLESDK-211	<p>Summary: 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>Workaround: Perform either one of the following:</p> <ol style="list-style-type: none"> 1. Install ControlVault driver and firmware on your DELL laptop by clicking the link below: <p style="margin-left: 20px;">ftp://ftp.dell.com/Manuals/all-products/esuprt_software/esuprt_endpoint_security_soln/dell-data-protection-encryption_User%27s%20Guide17_en-us.pdf</p> <p>OR:</p> <ol style="list-style-type: none"> 2. Go to: PC Bios>Settings>Power Management>USB Wake Support and select Enable USB Wake Support.
BLESDK-114	<p>Summary: When 'User A' pairs the BLE Reader and then switches to 'User B' the BCCID service stops functioning.</p> <p>Workaround: Restart the operating system or kill 'User A' from the BCCID process.</p>
BLESDK-112 BLESDK-80	<p>Summary: 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>Workaround: Ensure that you update your operating system with the latest Microsoft updates.</p>

Issue	Synopsis
BLESDK-80	<p>Summary: 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>System Tools>Device Manager>System devices>Gemalto Virtual PCSC Multi-slots Reader).</p> <p>An error message (code 52) is displayed.</p>  <p>Workaround: Install the following: KB2921916: https://support.microsoft.com/en-us/kb/2921916 KB3033929: https://support.microsoft.com/en-us/kb/3033929</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.

Contact Method	Contact Information
Customer Support Portal	https://supportportal.gemalto.com Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the Gemalto Knowledge Base.
Technical Support contact email	technical.support@gemalto.com