



Gemalto Bluetooth Device Manager

CUSTOMER 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

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

New Features and Enhancements

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

- Support for Ezio Flex Token
- Windows 10 pairing process was simplified
- Compliant with Microsoft Device Guard

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=pc_usb_tr_and_pc_twin#.VmbtIU3rv4Ywindows_english

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.

Supported Gemalto Bluetooth Smart Readers

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

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_Win7_Win8_3.0.70.msi (This installation can be used on Windows 10 with a dongle)	3.0.70
Windows 10	Gemalto_Bluetooth_Device_Manager_Win10_3.0.70.msi (This installation is to be used with a built-in Bluetooth LE)	3.0.70

Upgrade

- For Windows, it is recommended that a full installation is performed instead of upgrading to V3.0.70.

Resolved Issues



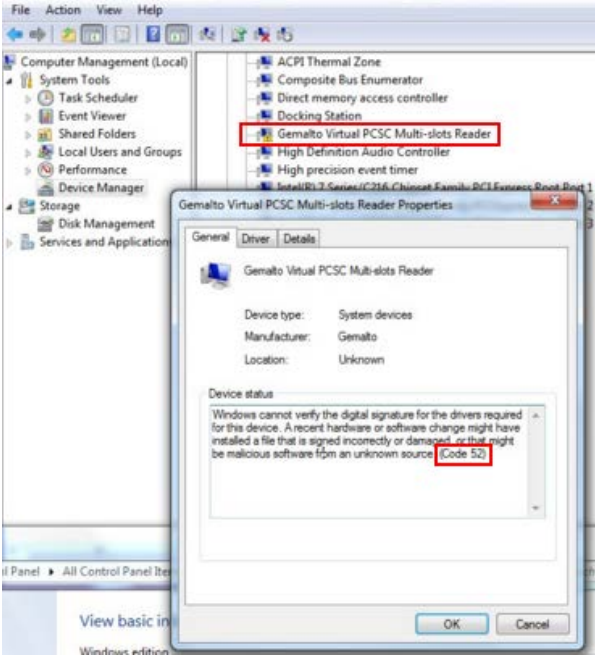
NOTE: If the Operating System is not mentioned in the synopsis column below, the issue is related to Windows.

Issue	Synopsis
BLES DK-358	When working with IDGo 800, the automatic power off feature required the PIN code to be entered too many times.
BLES DK-250	If an incorrect 6 digit pairing code (taken from the Ezio Bluetooth Reader) was entered into the GBDM application on Windows 10, the GBDM did not prompt you with an error message and the reader appeared as paired, even though there was no communication between the reader and the GBDM.

Known Issues

Issue	Synopsis
BLES DK-488	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. Workaround: Reboot your PC.
BLES DK-480	Summary: The following error message may appear 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 must be ignored, as it is not accurate and does not reflect the real status of the reader. Workaround: None.
BLES DK-479	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. Workaround: None.
BLES DK-477	Summary: Too much card movement (connecting and disconnecting) causes the system to receive a mute card event. Workaround: Turn the reader off and then on again.
BLES DK-329	Summary: When installing the GBDM via the Group Policy Editor (GPO), it is not possible to pair the reader. Workaround: Restart the BCCIDService or restart the computer.
BLES DK-246	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. Workaround: Perform either one of the following: <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.

Issue	Synopsis
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-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: ftp://ftp.dell.com/Manuals/all-products/esuprt_software/esuprt_endpoint_security_soln/dell-data-protection-encryption_User%27s%20Guide17_en-us.pdf <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 After installing the above Microsoft KB's, restart your operating system.</p>

Product Documentation

The following product documentation is associated with this release:

- 007-013679-001 _Gemalto_Bluetooth_Device_Manager_V3.0.X_Single-Host_Integration_Guide_Revision A

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	
Address	Gemalto 4690 Millennium Drive Belcamp, Maryland 21017, USA	
Phone	US	1-800-545-6608
	International	1-410-931-7520
Technical Support Customer Portal	https://serviceportal.safenet-inc.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.	