Gemalto's Bluetooth Device Manager

CUSTOMER RELEASE NOTES

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Contents

Product Description

The Gemalto Bluetooth Device Manager (GBDM) application for Windows 7, 8.1 and 10, as well as Mac use the Windows native PCSC layer to communicate transparently with SafeNet Reader CT1100, SafeNet Reader K1100 and Ezio Bluetooth Reader.

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.

The GBDM for Windows can be used for Windows 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:

- Stability issues were fixed (code fixes)

- Version 2.2.31 installs a new version of Gemalto PC/SC Virtual driver (version 1.1.2.0).
  The new PCSC driver resolved the laptop freeze issue.

- The hardware pairing process on Windows 10 was improved.

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.

The following Mac operating systems are supported:

- OS X 10.10 Yosemite
- OS X 10.11 El Capitan

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

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	Setup.exe BLE_Devices_Bundle_Win7_Win8_2.2.xx.msi	2.2.xx
Windows 10	BLE_Devices_Bundle_Win10_2.2.xx_.msi	2.2.xx
Mac	Bluetooth Smart Card Reader Manager.dmg	1.0 9

Upgrade

- **To upgrade a PC that had a previous version of GBDM uninstalled:**

  Double-click the relevant **.msi** file to install version 2.2.31, and the old virtual PC/SC driver is replaced with the latest one.

- **To upgrade a PC that has a previous version of GBDM:**

  Double-click the relevant **.msi** file to install version 2.2.31 and reboot your system.
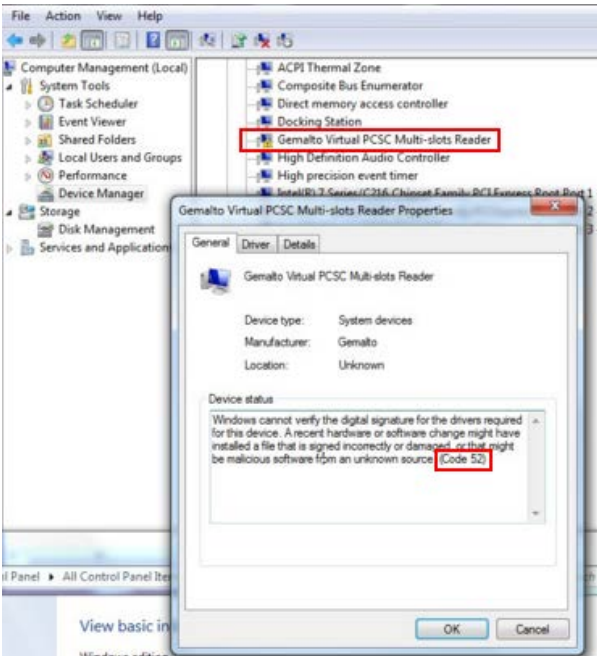
Resolved Issues

Issue	Synopsis
BLESDK-217	During Bluetooth communication with SafeNet Reader CT1100, SafeNet Reader K1100, or Ezio Bluetooth Reader, the PC froze on Windows 7/8.1 and a blue screen appeared on Windows 10.
BLESDK-155	After uninstalling the GBDM and restarting the operating system, Gemalto Virtual PC/SC Multi-slots Reader was not removed from **Computer Management>Device Manager>System devices**
BLESDK-65	After pairing the reader with one user and then connecting to a second user, the same device from the first user was paired.
BLESDK-41	When waking up from sleep mode with the Bluetooth Smart reader connected, the Apple Bluetooth keyboard key press events were delayed by a few seconds. This occurred on both Yosemite 10.9.5 and EI Capitan 10.11.2.

Known Issues

Issue	Synopsis
BLESDK-250	**Summary:** If an incorrect 6 digit pairing code (taken from the Ezio Bluetooth Reader) is entered into the GBDM application on Windows 10, the GBDM does not prompt you with an error message and the reader appears as paired, even though there is no communication between the reader and the GBDM. **Workaround:** Unpair the reader and then pair it again with the correct pairing code.
BLESDK-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: 1. Disconnect the Bluegiga dongle and connect it to a different port. 2. Uninstall and then re-install GBDM.

Issue	Synopsis
BLESDK-243	**Summary:** If the Bluegiga Bluetooth Low Energy dongle is connected before installing the Gemalto Bluetooth Device Manager (GBDM), the GBDM installation fails. **Workaround:** Ensure that the Bluegiga Bluetooth Low Energy dongle is disconnected when installing GBDM.
BLESDK-211	**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). **Workaround:** Perform either one of the following: 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** **OR:** 2. Go to: **PC Bios>Settings>Power Management>USB Wake Support** and select **Enable USB Wake Support**.
BLESDK-132	**Summary:** Connecting the same device via Bluetooth to 'Computer A' and 'Computer B' running on Windows 7 caused the connection to 'Computer A' to fail. **Workaround:** Do not connect to two different PC's running Windows 7 with the same Bluetooth device (SafeNet Reader CT1100 or SafeNet Reader K1100).
BLESDK-114	**Summary:** When 'User A' pairs the BLE Reader and then switches to 'User B' the BCCID service stops functioning. **Workaround:** Restart the operating system or kill 'User A' from the BCCID process.
BLESDK-112 BLESDK-80	**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. **Workaround:** Ensure that you update your operating system with the latest Microsoft updates.
BLESDK-82	**Summary:** Gemalto Bluetooth Smartcard Manager cannot work with multiple users on a Mac OS. **Workaround:** This is a Bccid limitation.

Issue	Synopsis
BLESDK-80	**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). An error message (code 52) is displayed. **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.
BLESDK-52 BLESDK-169	**Summary:** The Device Manager monitor icon does not start automatically when logging onto the Mac OS. Due to this, smart card logon using Ezio and SafeNet Reader CT1100 on a Mac operating system is not supported. **Workaround:** This is a Bccid limitation.

Known Limitations

The Gemalto Bluetooth Device Manager has the following limitations:

Issue	Synopsis
BLESDK-37	Extended APDU (2048 Certificate) with Ezio on a Mac and Windows operating systems does not work. This is an Ezio Bluetooth Reader firmware limitation.

Product Documentation

The following product documentation is associated with this release:

- 007-013376-001_Gemaltos_Bluetooth_ Device_Manager_2.2.xx_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, Inc. 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.	