



# Gemalto's Bluetooth Device Manager

## CUSTOMER RELEASE NOTES

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### Contents

Product Description .....	2
Release Description.....	2
New Features and Enhancements.....	2
Advisory Notes.....	2
Supported Operating Systems.....	3
Supported Gemalto Bluetooth Smart Readers.....	3
Installation and Upgrade Information .....	3
Installation File Names and Product Version Numbers .....	3
Upgrade .....	3
Resolved Issues .....	4
Known Issues .....	5
Known Limitations.....	7
Product Documentation .....	7
Support Contacts .....	7

## 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 for Mac use the standard PCSC interface to communicate transparently with SafeNet Reader CT1100, SafeNet Reader K1100 and Ezio Bluetooth Reader.

The GBDM for Window (7, 8.1 and 10) and Mac 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 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:

- Stability issues and bug fixes

## 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=pc\\_usb\\_tr\\_and\\_pc\\_twin#.VmbtIU3rv4Ywindows\\_english](http://support.gemalto.com/index.php?id=pc_usb_tr_and_pc_twin#.VmbtIU3rv4Ywindows_english)

# 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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The following Mac operating systems are supported:

- OS X 10.10 Yosemite
- OS X 10.11 El Capitan

# 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

# 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>	Setup.exe BLE_Devices_Bundle_Win7_Win8_2.2.41.msi	2.2.41
<b>Windows 10</b>	BLE_Devices_Bundle_Win10_2.2.41_.msi	2.2.41
<b>Mac</b>	Bluetooth Smart Card Reader Manager.dmg	1.0 9

## Upgrade

- For Windows, it is recommended that a full installation is performed instead of upgrading to V2.2.41.
- For Mac, no changes were implemented in this version, therefore there is no need to upgrade.

# Resolved Issues

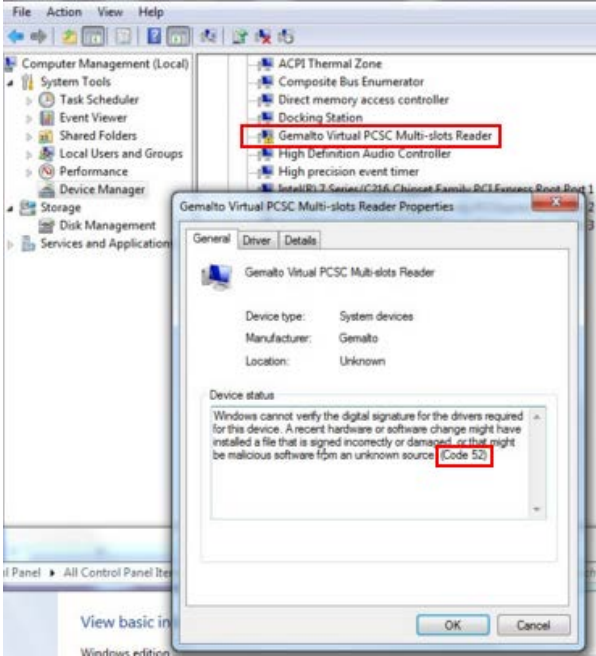


**NOTE:** If the Operating System is not mentioned in the synopsis column below, the issue is related to Windows.

Issue	Synopsis
BLES DK-244	When installing the GBDM and after the installation completes, the system tray application displayed the message: 'Dongle not found' even though the dongle was connected and working correctly. The message now appears in the Windows event log viewer.
BLES DK-224	After upgrading GBDM the previous reader did not remain paired and the user would have to perform the pairing process again.
BLES DK-222	When the Blue Giga dongle was not connected on a Windows 7 system, a message was displayed several times by the Gemalto Bluetooth Device Manager.
BLES DK-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.
BLES DK-205	Changed the 'CONNECT' option on the Gemalto Bluetooth Device Manager window to 'CLICK TO CONNECT'.
BLES DK-195	It was not possible to install the GBDM via the Group Policy Editor (GPO) using .exe, .cat and .msi files. The installation now works using an .msi file. After installing via the GPO a restart must be performed.
BLES DK-155	After uninstalling the GBDM and restarting the operating system, Gemalto Virtual PC/SC Multi-slots Reader was not removed from <b>Computer Management&gt;Device Manager&gt;System devices</b>
BLES DK-147	After unpairing a device, the device's details (i.e. the device name) was not removed. The device name is now cleared after unpairing is performed.
BLES DK-132	Connecting the same device via Bluetooth to 'Computer A' and 'Computer B' running on Windows 7 caused the connection to 'Computer A' to fail. This issue can be solved by performing a new installation of V2.2.41. Do not perform an upgrade.
BLES DK-65	After pairing the reader with one user and then connecting to a second user, the same device from the first user was paired.
BLES DK-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 El Capitan 10.11.2.

## Known Issues

Issue	Synopsis
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-250	<p><b>Summary:</b> 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.</p> <p><b>Workaround:</b> Unpair the reader and then pair it again with the correct pairing code.</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>
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>OR:</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>

Issue	Synopsis
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>
BLESDK-82	<p><b>Summary:</b> Gemalto Bluetooth Smartcard Manager cannot work with multiple users on a Mac OS.</p> <p><b>Workaround:</b> This is a Bccid limitation.</p>
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). 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>
BLESDK-52 BLESDK-169	<p><b>Summary:</b> The Device Manager monitor icon does not start automatically when logging onto the Mac OS.</p> <p>Due to this, smart card logon using Ezio and SafeNet Reader CT1100 on a Mac operating system is not supported.</p> <p><b>Workaround:</b> This is a Bccid limitation.</p>

## Known Limitations

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The Gemalto Bluetooth Device Manager has the following limitations:

Issue	Synopsis
BLES DK-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

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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

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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	<a href="https://serviceportal.safenet-inc.com">https://serviceportal.safenet-inc.com</a> 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.