



Gemalto Bluetooth Device Manager

RELEASE NOTES

Version: 3.3 – Windows 10 - Single-Host
Issue Date: September 2017
Document Part Number: 007-013680-004, Revision A

Contents

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

Product Description

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

The GBDM for Windows 10 (Versions 1607 and 1703) 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 for Windows 10 is dedicated to support changes coming from Windows 10 Creators update.

This release is only for Single-Host usage, using embedded BLE mode.

Advisory Notes

When using this release with Windows Creators update, the Windows version has to be updated with the latest Windows updates packages.

Supported Operating Systems

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

- Windows 10 (32-bit, 64-bit)



NOTE:

Update your Operating System and associated drivers before proceeding with the installation. Specific attention must be placed on Windows embedded OS.

Supported Gemalto Bluetooth Smart Readers

The Gemalto Bluetooth Device Manager operates with the following readers:

- SafeNet Reader CT1100 (Single-Host)
- SafeNet Reader K1100 (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 10	Gemalto_Bluetooth_Device_Manager_Win10__With_Native_BLE_3.3.msi (This installation is to be used with a built-in Bluetooth LE)	3.3

Resolved Issues

Issue	Synopsis
BLES DK-863	The Virtual Driver created a few slots for the same reader instead of only one slot.
BLES DK-834	The virtual driver froze on Windows 1607 when the connection to GBDM was lost (lost signal).
BLES DK-833	On windows 10, sometimes pairing in one click required user intervention to get the reader paired.
BLES DK-831	The user session was not locked when Flight mode was enabled.
BLES DK-824	Only one reader was displayed at a time in the 'Ready to be paired' list.
BLES DK-823	The reader continued to appear connected in GBDM and system pairing even though it was powered off.
BLES DK-821	A memory leak can be seen when installing GBDM on an Operating System with a language other than English.
BLES DK-805	It was not possible to pair the CT1100 reader with Windows 10 Creators update release 1703.

Known Issues

Issue	Synopsis
BLESDK-860	<p>Summary: On a Tablet Surface 4 with Win 10 v1703, the BCCID service sometimes stops running.</p> <p>Workaround: Restart Microsoft Tablet Surface 4</p>
BLESDK-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>
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-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-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>
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-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 BCCID service or restart the computer.</p>

Issue	Synopsis
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>

Product Documentation

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	<p>https://supportportal.gemalto.com</p> <p>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.</p>
Technical Support contact email	<p>technical.support@gemalto.com</p>