Xperix Inc.

#305, 3F Building A, Songpa Terra Tower#2, Munjung-Dong, Songpa-gu,
Seoul, 05854, Republic of Korea
TEL +82-31-240-4372 / FAX +82-2-881-5126, https://www.Xperix.com/en/contents/index.php

Troubleshooting and Resolution of Blue Screen Issues with BMC2/BMCD Devices

✓ Summary

Notes

✓ The blue screen crash occurs due to a **handle conflict** in CemCCID.sys (Access Violation).

✓ The problematic driver may be preinstalled or pushed by Windows Update without explicit installation by the user.

✓ Solution : Remove Gemalto Driver

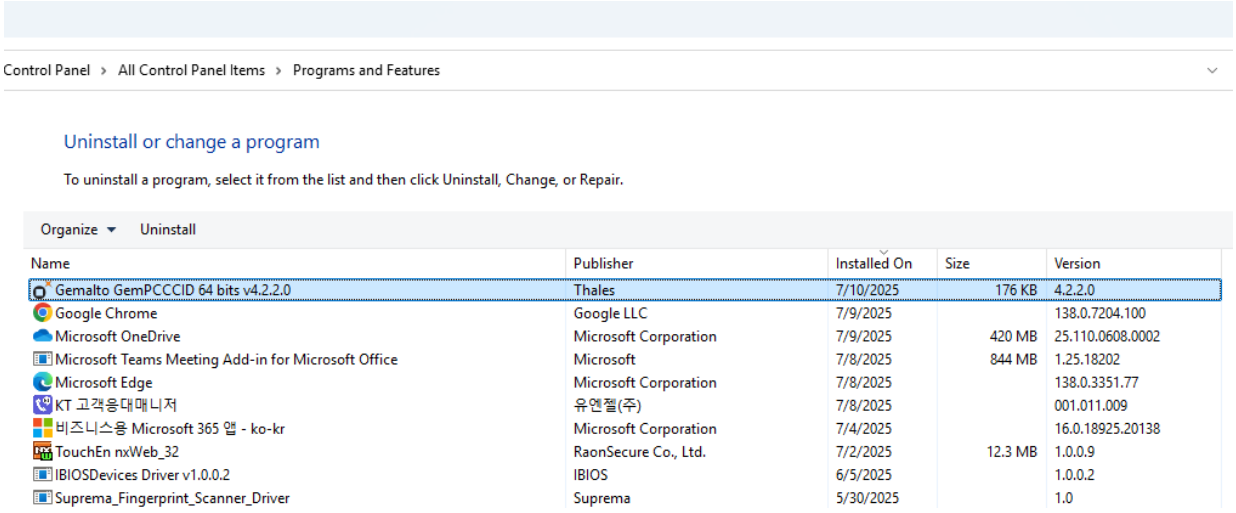
Affected Driver:

Gemalto_GemPCCCID_64bits_v4.2.2.0.msi and associated files such as CemCCID.sys.

Method 1: Uninstall from Programs and Features.

Remove the Gemalto_GemPCCCID_64bits_v4.2.2.0 driver from the system via Programs and Features or Device Manager.

※ After rebooting the PC, connect the device and check if the blue screen occurs.

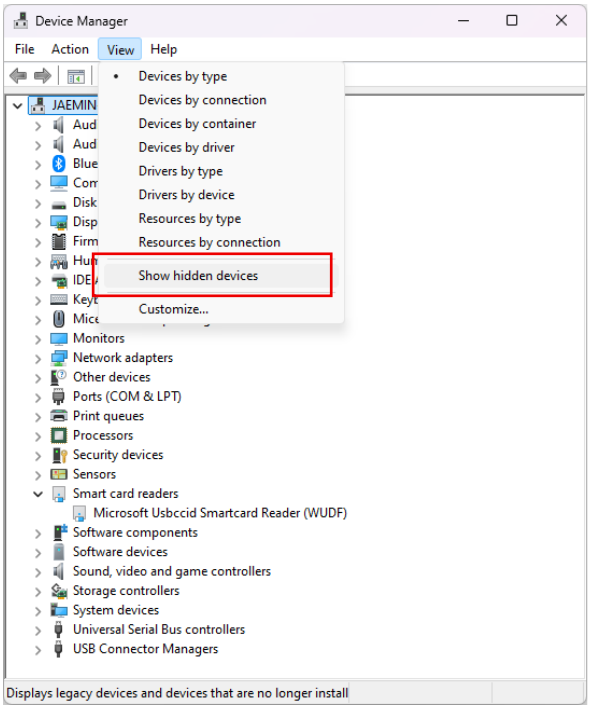


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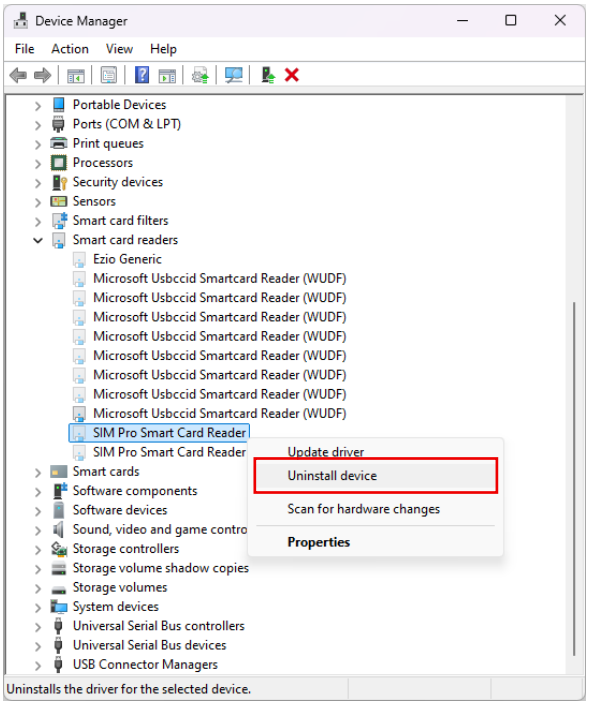
Method 2: Uninstall the Driver via Device Manager.

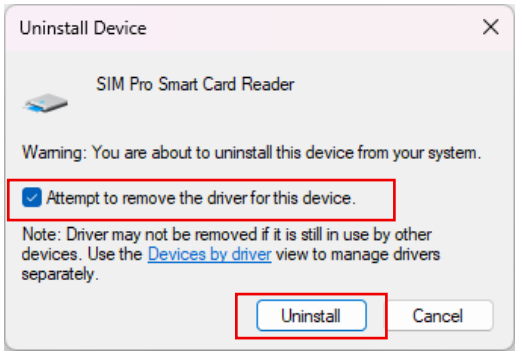
1) Device Manager → View → Select Show hidden devices



2) Please delete all instances of "SIM Pro Smart Card Reader" under Smart card readers.

※ Perform the same procedure for all "SIM Pro Smart Card Reader" entries.





Method 3: Uninstall the Command

1. Open CMD in Admin rights

2. pnputil /enum-drivers > all_drivers.txt

3. Open all_drivers.txt and search for all Smart card readers entries.

4. From the list, only select entries where:

   - Original Name: gemccid.inf

   - Driver Version: 4.2.2.0

5. For each matching entry, copy the Published Name and delete it using:

- pnputil /delete-driver <Published Name> /uninstall /force

example) pnputil /delete-driver oem272.inf /uninstall /force

Published Name: oem272.inf

Original Name: gemccid.inf

Provider Name: Thales

Class Name: Smart card readers

Class GUID: {50dd5230-ba8a-11d1-bf5d-0000f805f530}

Driver Version: 03/25/2025 4.2.2.0

Signer Name: Microsoft Windows Hardware Compatibility Publisher

6. Restart the system

7. Connect the BMCD device and check:

   -If the Blue Screen error still occurs.

   - If the Smart Card reader is visible in Device Manager and in your application.

Connect the BMCD & BMC-2 device and check for the Blue Screen error and also Check Smart Card reader in Device Manager and in your application.

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✓ Note

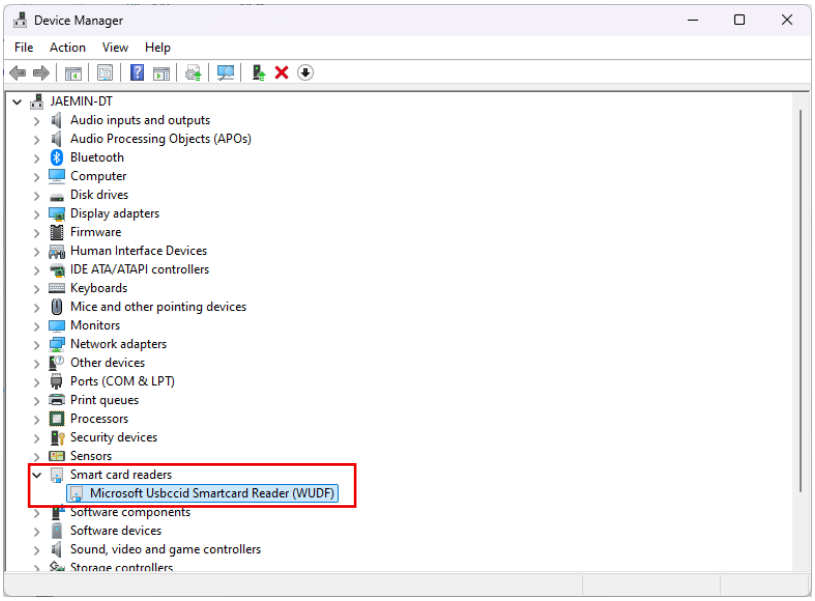
Using the default CCID driver provided by Windows does not cause any issues with smart card reader functionality.

For users who previously installed the Gemalto driver, please download and use version 4.1.4.0 from the link below:

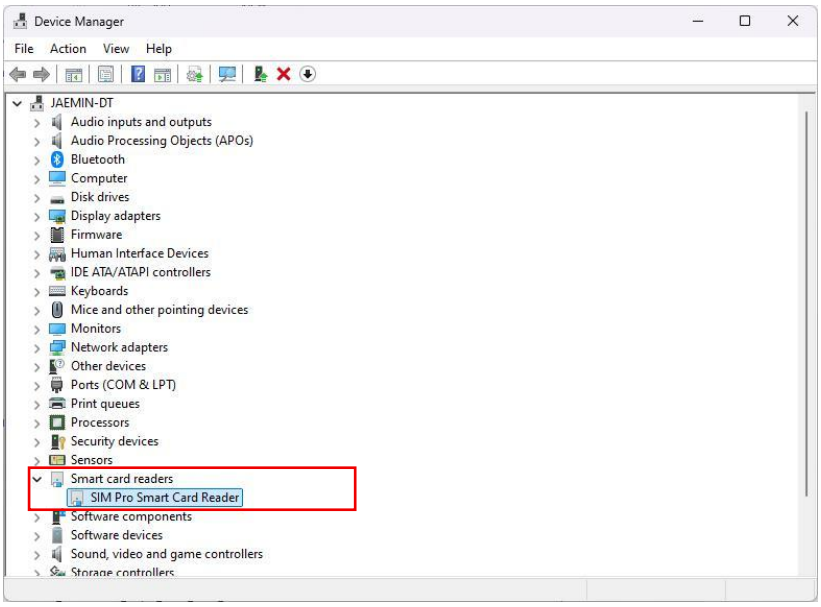
[Download Gemalto CCID Driver v4.1.4.0]

✓ Important Information

- When using the Windows CCID driver, the device name appears as:



- When using the Gemalto CCID driver, the device name appears as:



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✓ **Prevent Automatic Reinstallation of Problematic Driver via Windows Update**

Even after uninstalling the problematic driver, Windows Update may automatically reinstall it during future updates. To prevent this, please refer to the batch script provided below, or download and run the .bat file from the link we shared.

Note: This batch file must be executed with Administrator privileges.

Batch Script to Block Installation of Specific USB Device by Device ID

```
@echo off
:: Disables echo to prevent command lines from being shown in the command prompt

set DEVICE_ID=USB\VID_08E6^&PID_3480
:: Sets the device ID of the target USB device to block

reg add "HKLM\SOFTWARE\Policies\Microsoft\Windows\DeviceInstall\Restrictions\DenyDeviceIDs" /v 1 /t REG_SZ /d "%DEVICE_ID%" /f
:: Adds the device ID to the DenyDeviceIDs list in the registry

reg add "HKLM\SOFTWARE\Policies\Microsoft\Windows\DeviceInstall\Restrictions" /v DenyDeviceIDs /t REG_DWORD /d 1 /f
:: Enables the DenyDeviceIDs restriction policy

echo.
:: Prints a blank line for readability

echo.
:: Another blank line

pause
:: Pauses the script so the user can review the output before the window closes
```

You may also download the .bat file here and run it directly on your PC.
Make sure to right-click and select "Run as administrator" when executing the file.

This policy setting prevents the specified device from being automatically installed through Windows Update or when connected to the system.