

Technical Service Notification

January 15, 2015

Description: Veeder-Root Automatic Tank Gauge (ATG) Security

Consoles: Any ATG Connected to the Internet via Serial Port, Fax/Modem, TCP/IP or Other Option

Issue:

Veeder-Root has been made aware that certain tank gauges for which customers have not activated security features may be exposed to the internet and vulnerable to modifications that could disrupt fueling operations.

Resolution:

Veeder-Root takes security seriously, and our ATGs have built-in security features to protect your fueling locations. We recommend one or more of the following actions:

Option 1:

- Enable the ATG security features on the console by reviewing the appropriate setup and operator manuals located at <http://www.veeder.com/us/support/veeder-root-redjacket-technical-documentation>, by using the help function on the console, or by following these instructions.
 - For TLS-450 consoles, see manual 577013-940 and perform the following:

- Select Setup



- Select Comm



- Select the desired Comm # on the bottom row of the GUI



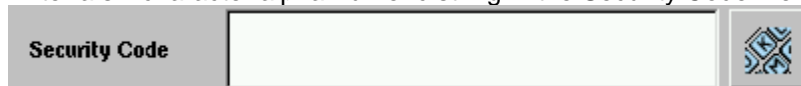
- Select the Advance tab

Advanced

- Enable Comm Port Security



Comm Port Security * Enabled

- Enter a six character alpha-numeric string in the Security Code Field



- Repeat for each Comm module, as required.






- For TLS-450PLUS and TLS4 Series consoles, use the online help function and perform the following:

- Select Menu 
 - Select Setup 
 - Select Communication 
 - Select the desired Comm Port
 - Enable Comm Port Security **Comm Port Security** ☒ Enabled ☐ Disabled
 - Enter a six character alpha-numeric string in the Security Code Field
- Security Code**
- Repeat for each Comm module, as required.

- For TLS-350 and TLS-300 Series consoles, see manual 577013-623 and perform the following:

- TLS-350 Dip Switch 2 must be in the closed position
- TLS-300 Dip Switch 3 must be in the closed position
- Press the Mode key until Setup appears
- Press the Function key until Communications Setup appears
- Press Step until Port Setting appears
- Press Enter
- Press Tank/Sensor until the appropriate Comm port appears
- Press Step until Code appears
- Press Change twice and then enter a six digit code
- Press Enter
- Repeat for each Comm module, as required.

- For TLS2 Series consoles, see manual 577013-757 and perform the following:

- Select Setup 
 - Select System Setup 
 - Select Security 
 - Select the desired Comm port
 - Enable Security
 - Enter a six character alpha-numeric string for the password
- COMM 1 PASSWORD [208] **ENABLE** 
- COMM 1 PASSWORD [209] **123456** 
- Repeat for each Comm module, as required.



TSN_2015_01_B

Option #2:

- Place the ATG behind a firewall so it is not exposed to the internet.

Security protections may also be available for non Veeder-Root tank gauges. If you have a non Veeder-Root tank gauge, please contact the manufacturer for directions on how to enable protection.

Assistance:

If you need assistance to enable the security functionality of your Veeder-Root tank gauges, please contact Veeder-Root Technical Support at 1-800-323-1799.