

Technical Support Notification

TLS-450PLUS & TLS4 Series ATG Registration Process for Veeder-Root Device Management

The purpose of this document is to support ATG Technicians who will register a TLS-450PLUS or TLS4 Series ATG to Veeder-Root Device Management on the Hub. This guide outlines the registration procedure when working on-site at the ATG, along with necessary preparation steps and sources of additional information.

► Prerequisites & Preparation

Veeder-Root ATG Technicians will need access to The Hub. If you don't have access, please reach out directly to appsupport@veeder.com.

After creating your credentials and completing your first login, ensure that you have access to the Veeder-Root Provisioning Application. If the application is not visible, contact appsupport@veeder.com for assistance.

ATG Technicians will need to confirm the following URLs and Ports/Protocols (Outbound only) are whitelisted in the site's network configuration. If the site is managed by a Managed Service Provider (MSP), the ATG Technician on site will need to work with MSP to have the URLs whitelisted.

URL	Protocols	Ports Required
https://ucc-checkin.hub.invenco.com/endpoint	HTTPS	443
aatnf1k6u65sn-ats.iot.us-east-1.amazonaws.com	HTTPS, MQTT over TLS	8443, 8883
https://devbootstrap.hub.invenco.com	HTTPS	443

Ensure ATG software version is 11.C or later. Older versions will also require a software upgrade to be done on site.

ATGs with software version 8.T or older will require a new SD card prior to attempting an upgrade. It is also recommended to take an ATG Backup prior to upgrading.

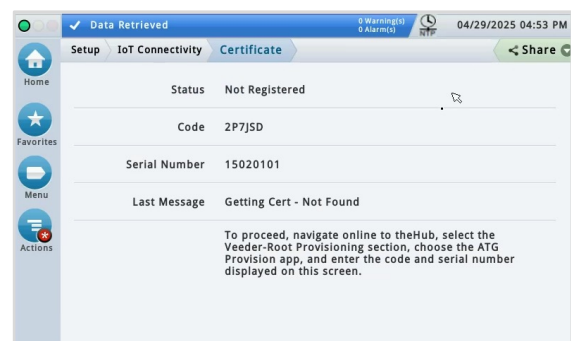
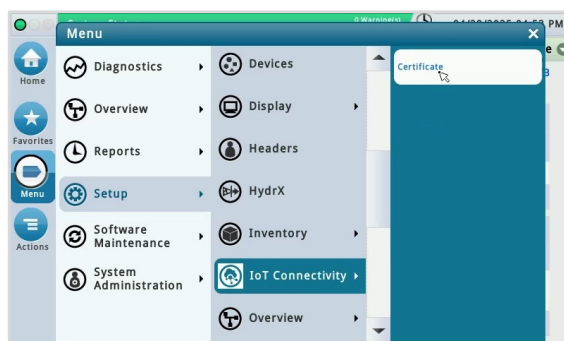
To download the latest software update, please visit: veeder.com/us/software-downloads

► Process for ASC Certified ATG Technicians

Important: This procedure is intended for on-site registration only (technician physically at the ATG).

1. Navigate to the certificate generation screen (Setup > IoT Connectivity > Certificate) to retrieve the code and serial number from the ATG.

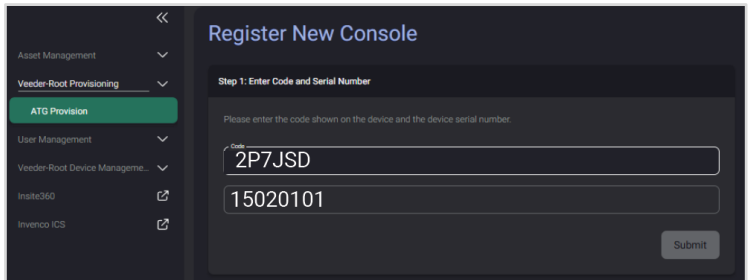
Note: The serial number must be recorded for entry into the [Sign-Up Sheet](#) and provided to the Veeder-Root Onboarding team. **For support, call +1.800.997.7725 and select option 4, then option 4.** If you receive an NTP error, click on Date/Time Setup, enable NTP, navigate back to the certificate screen, and generate code.



► Process for ASC Certified ATG Technicians (continued)

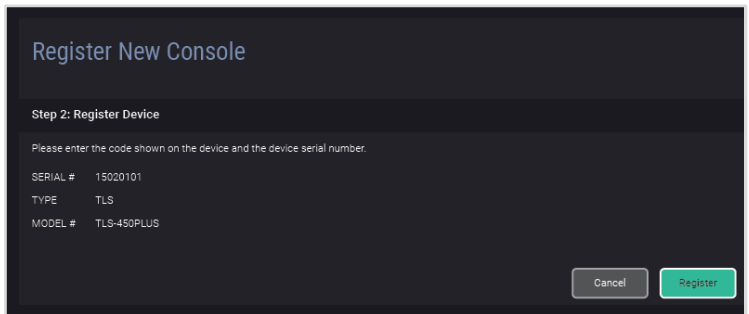
- Using a web browser, log into The Hub at hub.veeder.com. Open the Veeder-Root Provisioning Application, enter the code and serial number of the ATG being registered, and click “Submit.”

Note: If the Provisioning Application is not visible on The Hub, please contact appsupport@veeder.com for assistance.



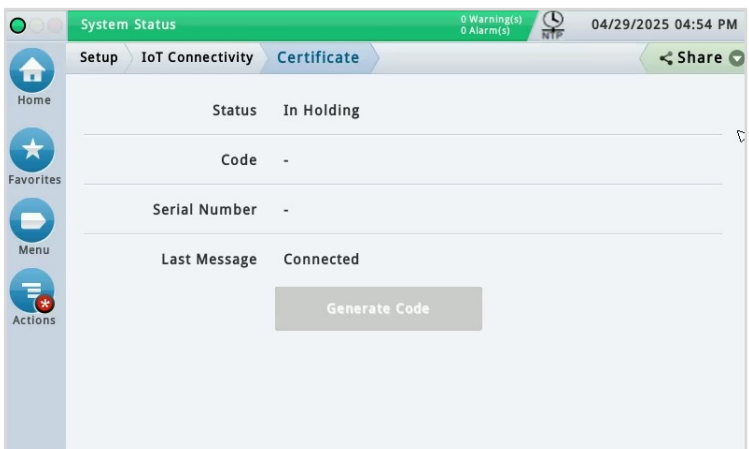
- Confirm the ATG model matches the model of the ATG at the site and click “Register.”

Note: Record the serial number for entry into the [Sign-Up Sheet](#) and for proper device onboarding. After registration, the serial number can be found on the services screen of the ATG (Diagnostics > IoT Connectivity > Services). For assistance with registration questions, contact appsupport@veeder.com.



- Confirm ATG IoT connectivity status as “In Holding” and Last Message as “Connected” to confirm that the ATG is connected to The Hub.

Note: The Veeder-Root Onboarding team will continue from this point to activate the newly added sites and users.



Refer to veeder.com for additional product information.