



# Technical Service Notification

## January 20, 2015

TSN\_2015\_01\_B

**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 become aware that some customers may not have activated the security features on their automatic tank gauges that are connected to the internet, or provided alternative security provisions for those gauges. Gauges that are connected to the internet without security provisions are potentially vulnerable to modifications that could disrupt fueling operations.

**Resolution:**

Veeder-Root takes security seriously, and our ATGs have built-in security features to help you protect your fueling locations. Prior to activating the security, customers should coordinate with any third party that might be polling the gauge to obtain information, e.g., a fuel supplier/hauler. Once security is enabled the passcode and other security details can be provided to the third party to assure continued access.

Depending on the level of security desired, we recommend taking 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
    - Enable Comm Port Security
    - 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
  - Enter a six character alpha-numeric string in the Security Code Field
  - Repeat for each Comm module, as required.
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- 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
    - Repeat for each Comm module, as required.

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:**

Veeder-Root is asking for your help to notify customers of this potential issue and is prepared to work directly with the customers to help them enable this security. We will separately be reaching out directly to customers that we are aware of who might be subject to this issue.

If you need assistance to enable the security functionality of your Veeder-Root tank gauges, please contact Veeder-Root Technical Support at 860-651-2807.