

TI_2408: dynamic PIN now required to access service level



All iCombi, iVario and iHexagon



17.07.2024

Topic

Dynamic PIN required to access RATIONAL cooking systems' service level.

Affected product/accessories

- iHexagon, iCombi Pro, iCombi Classic, iVario: all
- TechAssistant App

General information

As a result of new regulatory requirements, access to the service level for all i-Series (iCombi Pro, iCombi Classic, iVario and the iHexagon) RATIONAL units will change soon. From software version LM100-17.3.x, LMX-2.16.x and LM200-8.1.x the password used by default will be replaced by a dynamic PIN. We will inform you of the exact time in a bulletin on the day of the changeover.

In future, when logging in at service level, a QR code will be displayed in the first step. Scan this with the new PIN Creator app.

The app will then display an 8-digit PIN which you enter on the unit to gain service level access. This PIN is valid for the respective calendar day and can also be generated offline, so that you can log in at service level several times without having to generate a new PIN.

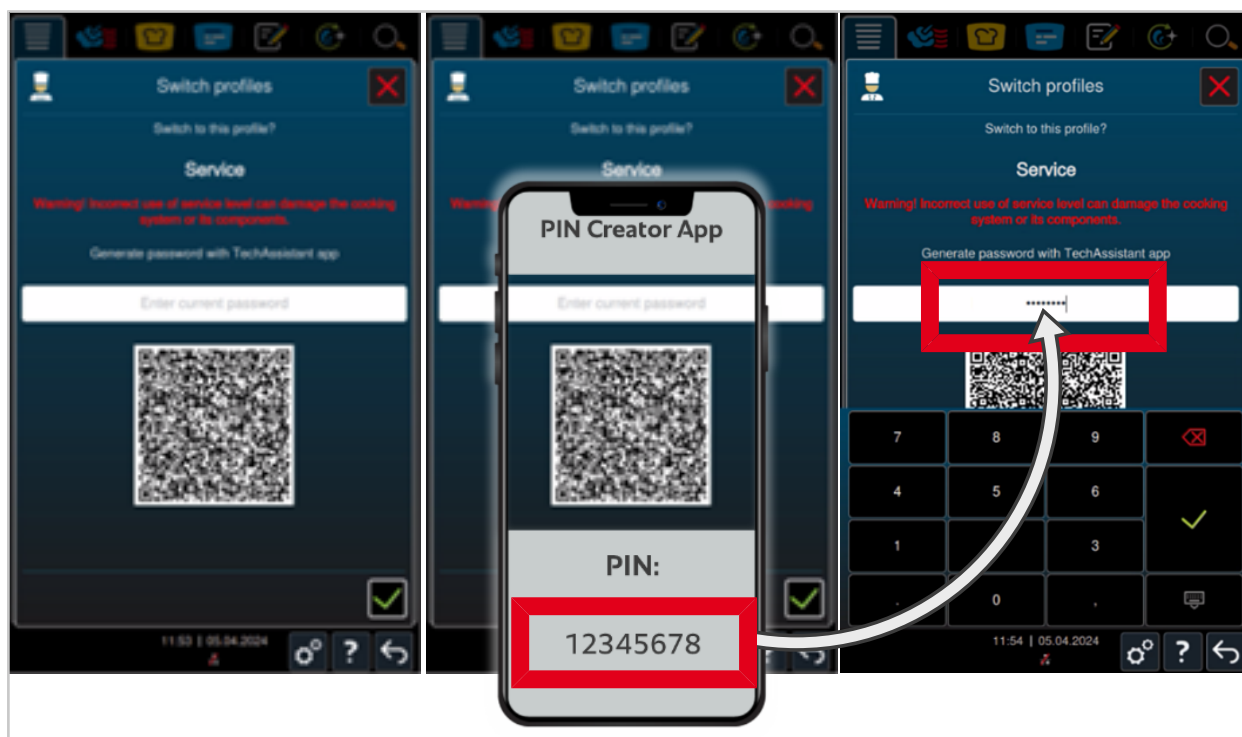
A separate app (PIN Creator app) will still be required at the start of the conversion. In the future, the plan is to integrate the PIN Creator App into the TechAssistant app.

This measure has become necessary as a result of the entry into force of the "Product Security and Telecommunications Infrastructure Act" (PSTI) in the United Kingdom on 29/04/2024.

The legislation bans default passwords on network-capable units. Since the EU is also planning to introduce a corresponding regulation in 2025 (Radio Equipment Directive – RED), RATIONAL is already implementing this function in the units' software.

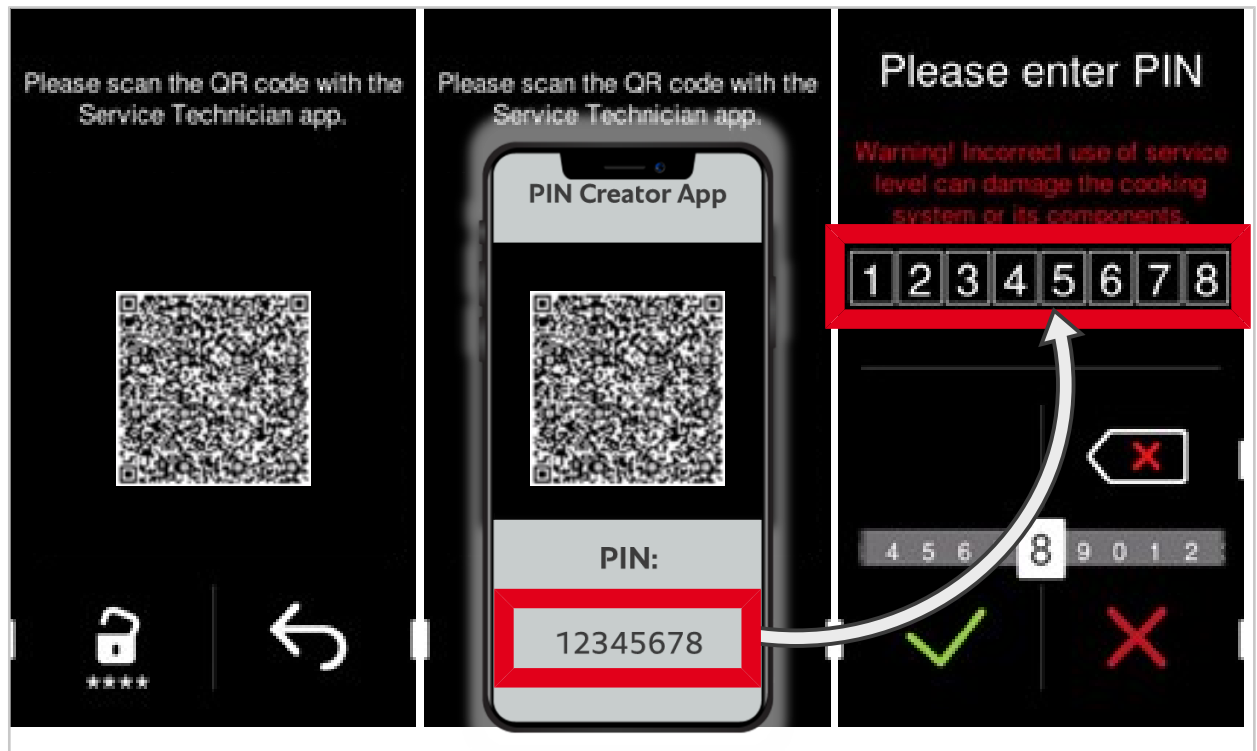
Access to service level: iCombi Pro, iHexagon and iVario

1. Open service level in the settings (as usual).
2. Open the RATIONAL PIN Creator app on your smartphone.
3. Scan the QR code with the RATIONAL PIN Creator app.
4. Enter the generated PIN in the text box on the cooking system.
5. Press the green tick to confirm your selection.



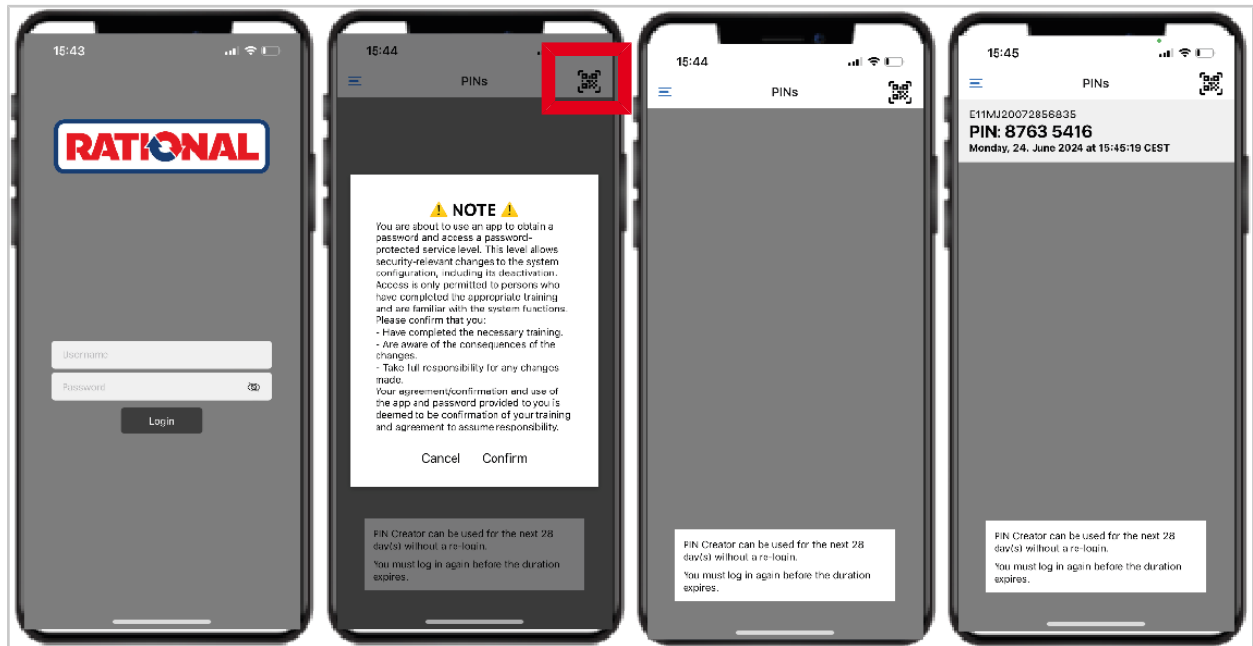
Access to service level – iCombi Classic

1. Open service level in the settings (as usual).
2. Open the RATIONAL PIN Creator app on your smartphone.
3. Scan the QR code with the RATIONAL PIN Creator app.
4. Enter the generated PIN in the text box on the iCombi Classic.
5. Press the green tick to confirm your selection



PIN Creator app

1. Open the PIN Creator app and log in.
2. To scan, click the Scan icon in the top right corner.
3. Scan the QR code.
4. PIN will be displayed.
List of all PINs for a day.



FAQ – Frequently Asked Questions

Where can I find the PIN Creator app and the TechAssistant app?

You can download the PIN Creator app using the following links:



- Apple App Store: <https://rat.ag/serviceapp2-ios>



- Google Play Store: <https://rat.ag/serviceapp2-android>



You can download the TechAssistant app using the following links:



- Apple App Store: <https://rat.ag/serviceapp1-ios>



- Google Play Store: <https://rat.ag/serviceapp1-android>



What kind of access restrictions do the apps offer?

As a rule, the RATIONAL business customer portal login credentials are used to log in to both apps. Re-registration is only necessary if you do not have access yet. For this purpose, please visit <https://portal.rational-online.com>. Registration is generally free of charge and access is granted following verification by RATIONAL.

Will the service level only be accessible with a PIN from now on?

Yes, as soon as the corresponding software update has been installed on the unit, access will only be granted with a PIN. There is no alternative password.

How long will the PIN be valid for?

The PIN is always valid until the end of the calendar day.

Is the PIN the same for all units?

No, the PIN is generated from the individual QR code on the unit and is therefore different for each unit.

What will change for RATIONAL units launched before iCombi, iVario and iHexagon?

Unit generations that are currently no longer produced are not affected by the change. The previous service level password continues to apply to these.

What do I do if my mobile phone has no signal?

You can also generate the PIN without an active Internet connection.

Can I generate the PIN without scanning the QR code on the unit?

No, you can only generate the PIN using the QR code on the unit.

Can RATIONAL provide a PIN by phone?

No, RATIONAL cannot provide a PIN, as it is mandatory to scan the QR code on the unit.

What is the i-Series?

The i-Series includes the following unit types: iCombi Pro, iCombi Classic, iVario and iHexagon.