

Software Update.

Find questions and answers about the necessary security software update here.

1. Why has my cooking system lost its connection with ConnectedCooking and how can I bring it online again?

Your security is important to us. As already informed since May 2022, the security certificate on your RATIONAL unit has expired. This certificate is essential for communication between your unit and the RATIONAL ConnectedCooking platform. Your unit will receive a new security certificate from a manual software update using an original RATIONAL USB flash drive. You will find the necessary information on rational-online.com under the Customer Service/Downloads/Software tab.

2. Which software versions does the new security certificate contain?

The following software versions contain the new security certificate so that you can continue using ConnectedCooking from 1 August 2022. Your data security is very important to us:

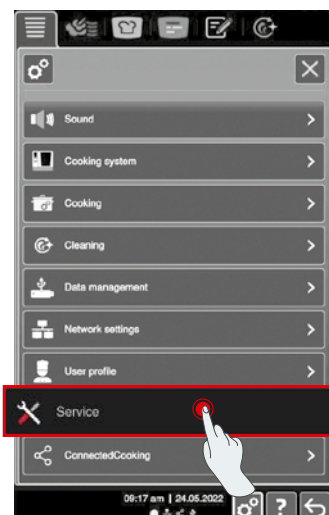
- › **iCombi Pro:** LM100-16.0.24 (release date end of March 2022) and later
- › **SelfCookingCenter:** SCC_WE 07-00-10.5.5 (release date early May 2022) and later
- › **iVario Pro:** LMX-2.6.12 (release date end of April 2022) and later
- › **VarioCookingCenter:** VCC-01-01-04.6 / VCC-01-02-04.6 and later
- › **iCombi Classic:** Software with new certificate will be provided in August

3. How do I find out which software version is installed?

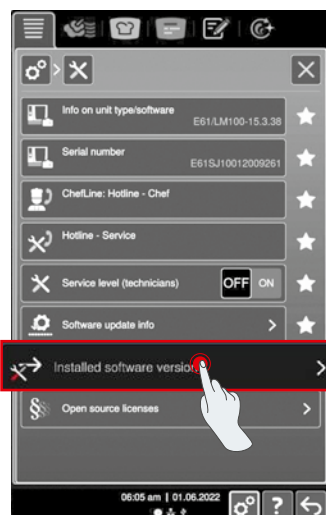
iCombi Pro (same as iVario):



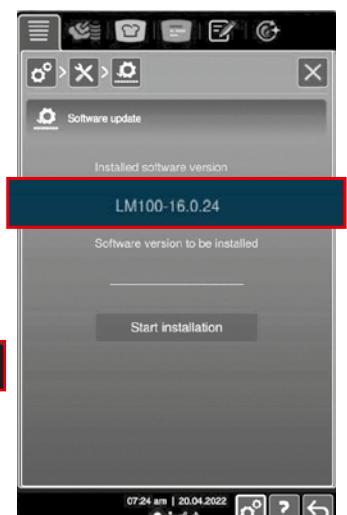
Click on "settings".



Click on "Service".



Click on "Installed software version".



Installed software version.

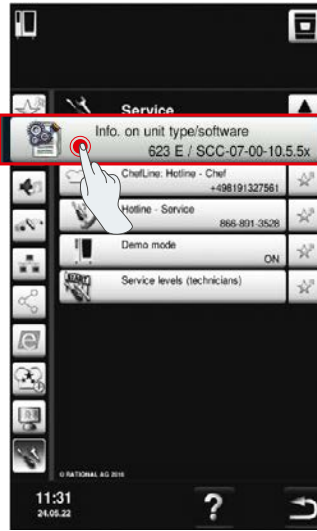
SelfCookingCenter (same as VarioCookingCenter):



Click on "Unit".



Click on "settings".

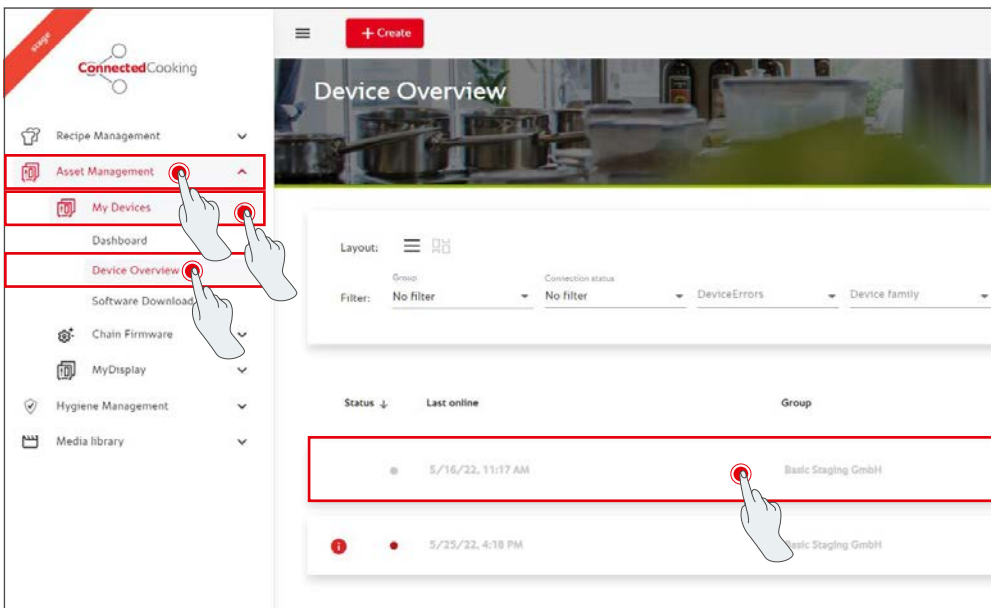


Click on "Information".

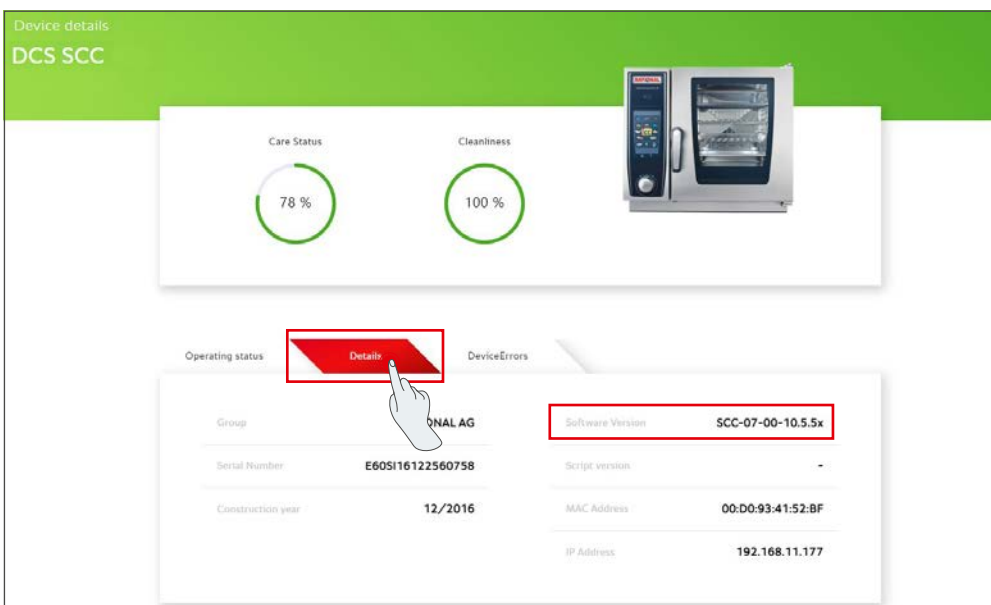


Installed software version.

In ConnectedCooking:



Click on the unit in ConnectedCooking in the unit overview.



You will find the installed software version under Details.

4. Who can I contact to perform the manual software update?

Please do not hesitate to contact your local RATIONAL contact. You can also order the necessary RATIONAL USB flash drive here. For cooking systems manufactured before 09/2016, please contact your RATIONAL Service Partner.

5. Can I use ConnectedCooking again as usual after the manual software update?

Yes, as the new security certificate is installed by the manual software update, data exchanges will continue to be secure. You can use the full range of services of ConnectedCooking again. If you have activated automatic software updates on the unit, you will receive future updates automatically.

6. How do I activate automatic software updates for future updates?

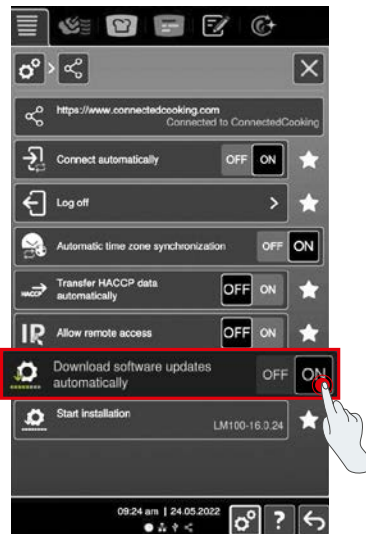
iCombi Pro (same as iVario):



Click on "settings".



Scroll down and click on "ConnectedCooking".



Set "Automatically download software updates" to "ON".

SelfCookingCenter (same as VarioCookingCenter):



Click on "Unit".



Click on "ConnectedCooking".



Set "Automatic software updates" to "On".

7. How can I start the automatic software update if I have previously rejected it?

iCombi Pro (same as iVario):



Click on "settings".



Scroll down and click on "ConnectedCooking".



Click "Start installation".

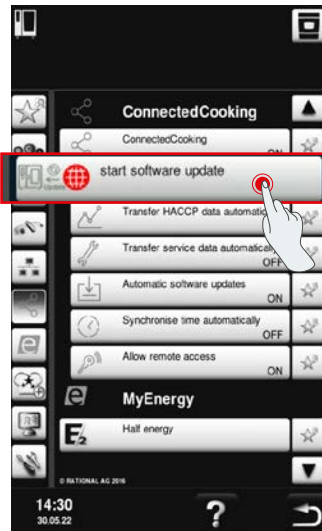
SelfCookingCenter (same as VarioCookingCenter):



Click on "Unit".



Click on "ConnectedCooking".



Click "Start software update".

8. Is it necessary to approve another domain?

Yes, due to the new SSL certificate, the target domain of RATIONAL units was changed from www.ConnectedCooking.com to <https://iot.connectedcooking.com>. Ports 8883 and 443 are still required. In order to guarantee parallel use/function of the units with different software versions, <https://iot.connectedcooking.com> must also be approved in addition to www.ConnectedCooking.com.


9. During the automatic software update for my iCombi Pro, the device restarts and then continues cooking again? This behavior repeats itself again and again.

This misbehavior can be corrected with a software update to LM100-16.1.17. Please note the following for the update: Either carry out the device update using a USB stick or activate the **automatic update in the evening on the device display or via remote access**, so that the update can be carried out overnight without parallel running cooking paths.

Do you have any other questions about updating your unit software?

Please contact your RATIONAL contact or cc-support@rational-online.com.



 More information and videos on the software update at ConnectedCooking.com