

Software updates.

This section covers a few questions and answers regarding the required security software update.

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

Your safety is important to us. In May 2022, we notified you that your RATIONAL cooking system's security certificate would expire at the end of July 2022; it has now expired. This certificate is essential for communication between your cooking system and the RATIONAL ConnectedCooking platform. Your cooking system can obtain a new security certificate via a manual software update using an original RATIONAL USB stick. The information you need is available at rational-online.com under Customer Service/Downloads/Software.

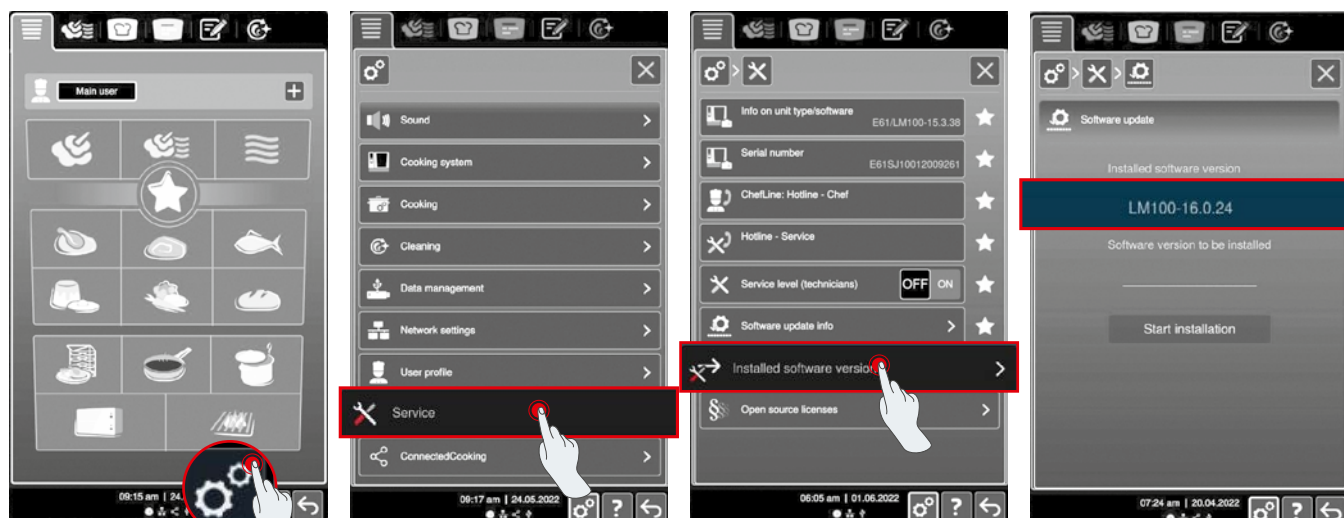
1. Which software versions include the new security certificate?

The following software versions include the new security certificate, which means you can continue using ConnectedCooking on and after August 1, 2022. Your data security is very important to us.

- › **iCombi Pro:** LM100-16.0.24 (released late March 2022) and newer
- › **SelfCookingCenter:** SCC_WE 07-00-10.5.5 (released early May 2022) and newer
- › **iVario Pro:** LMX-2.6.12 (released late April 2022) and newer
- › **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 on my cooking system?

iCombi Pro (same as iVario):



Select "Settings."

Select "Service."

Select "Installed software version."

Installed software version.

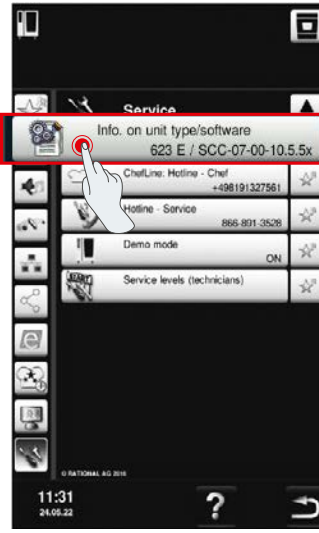
SelfCookingCenter (same as VarioCookingCenter):



Select "Cooking system."



Select "Settings."

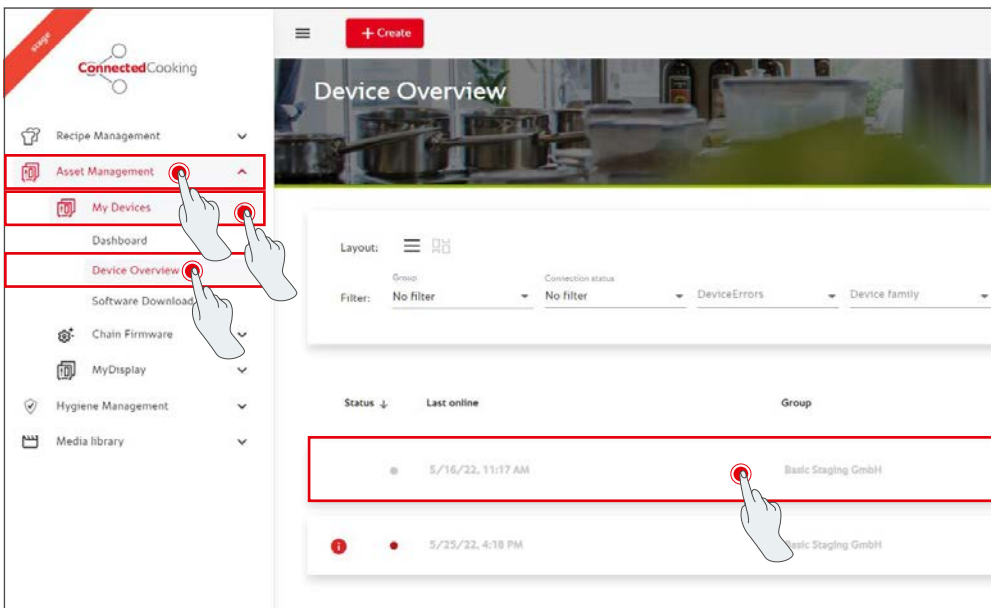


Select "Information."

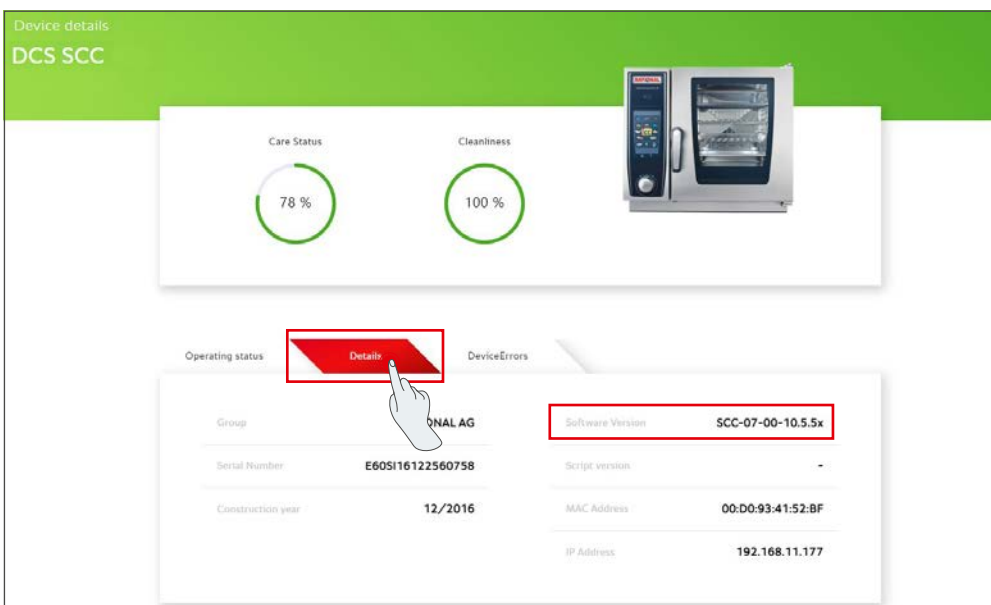


Installed software version.

In ConnectedCooking:



Select your cooking system on the device overview screen in ConnectedCooking.



You can find the installed software version under Details.

4. Who can I contact about doing the manual software update?

Your local RATIONAL contact person would be happy to assist you with any questions. You can also contact them to order the RATIONAL USB stick you will need in order to perform the update. For cooking systems manufactured before 09/2016, please contact your RATIONAL Service Partner.

5. Can I resume using ConnectedCooking after doing the manual software update?

Yes. The new security certificate that comes with the manual software update will ensure that data exchange remains secure. You will be able to use the full range of ConnectedCooking services once again. If you have activated automatic software updates on the cooking system, you will receive future updates automatically.

6. How do I activate automatic software updates?

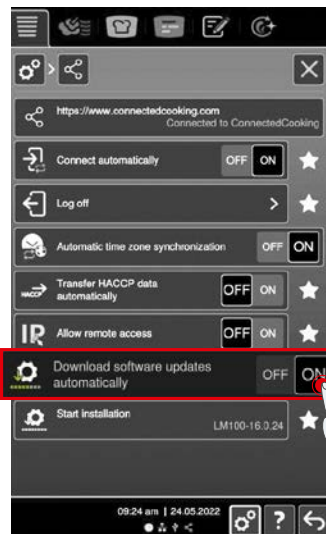
iCombi Pro (same as iVario):



Select "Settings."



Scroll down and select "ConnectedCooking."



Set "Download software updates automatically" to "ON."

SelfCookingCenter (same as VarioCookingCenter):



Select "Cooking system."



Select "ConnectedCooking."



Set "Automatic software updates" to "On".

7. How can I start using automatic software updates if I have previously refused them?

iCombi Pro (same as iVario):



Select "Settings."



Scroll down and select "ConnectedCooking."



Select "Start installation."

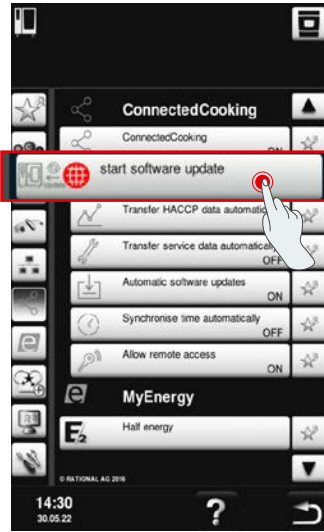
SelfCookingCenter (same as VarioCookingCenter):



Select "Cooking system."



Select "ConnectedCooking."



Select "start software update."

8. Will it be necessary to release (whitelist) another domain?

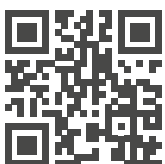
Yes, due to the new SSL certificate, the target domain on RATIONAL cooking systems has been changed from www.ConnectedCooking.com to <https://iot.connectedcooking.com>. Ports 8883 and 443 are still required. In order to guarantee parallel use/functionality of cooking systems with different software versions, you will need to release (whitelist) <https://iot.connectedcooking.com> in addition to www.ConnectedCooking.com.


9. During the automatic software update, my iCombi Pro keeps restarting and then resuming the cooking process. This is happening over and over.

This error can be fixed by updating the software to LM100-16.1.17. Please note: you will need to either update the cooking system via USB stick or activate **automatic updates (either remotely or on the cooking system display) in the evening** so that the update can be completed overnight, with no cooking paths running in parallel.

Do you have any other questions about updating your cooking system software?

Please speak to your primary RATIONAL contact or email us at cc-support@rational-online.com.



 More information and videos on the software update are available on ConnectedCooking.com