Stores not showing on SmartAlerts website

Summary:

Stores not showing on SmartAlerts website

Cause:

This can happen after initial registration or if a new Remote site is added to an existing Multi-Site configuration

Solution:

 If registration for SmartAlerts has just been completed, it can take up to 6 hours for stores to populate on the SmartAlerts website.

If after 6 hours stores are still not showing, stop/start the Radiant Integration Agent service on the Counterpoint application server, and check again in one hour.

If the Stores are still not populating onto the Site, contact Support.SmartAlerts@NCRVoyix.com. Include the following logs from the server:

- c:Program files (x86) Radiant Systems Integration agent log
- c:Program files (x86) Radiant Systems Integration agent Bin Smartalerts Alerts [SN# folder] smartalerts.xml
 *Note - if the Integration Agent folder does not exist, and the server is not a HUB server, install the Integration Agent here.

| • | If this is for a new Remote server site, email the HUB and new Remote |
|---|---|
| | Serial number to Support.SmartAlerts@NCRVoyix.com to have the site |
| | added. |

Online URL: https://counterpoint.knowledgebase.co/article.php?id=241