

How to install the Radiant Integration Agent (IA service)

Summary:

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Cause:

The Radiant Integration Agent was removed from the NCR Counterpoint installation as of 8.4.6.1 and greater, so as not to interfere with production sites' Retail Applications when Counterpoint is installed in a test or staging environment.

Solution:

To Install Radiant Integration agent for Retail Applications (Hosted Apps : Customer Connect and NCR Smart Alerts):

For merchants:

https://userportal.counterpointpos.com/support/downloads_cpsql.htm

For partners: <https://retailchannel.radiantsystems.com/software-downloads.htm>

In a multi-site environment, if the HUB is also a store, the IA needs to be installed on the HUB server and each remote. If the HUB does not operate as a store, only install IA on the Remote servers*.

*Exception: If Customer Connect is used, install IA on the HUB.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=744>