

# 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@NCR.com](mailto:Support.SmartAlerts@NCR.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@NCR.com](mailto:Support.SmartAlerts@NCR.com) to have the site added.

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