You can use the "Sync Local Content" in the Smart Gallery's right-top menu.

Note: If you changed the folder or name, then the Sync Local Content will not recognize it.

If you still have an issue, then please contact Support.

Know more:

https://forum.reallusion.com/436848/FAQ-Why-some-of-installed-packs-are-not-s

Reallusion FAQ

https://kb.reallusion.com/General/52880/My-content-installed-and-shows-in-the-Content-Manager-but-not