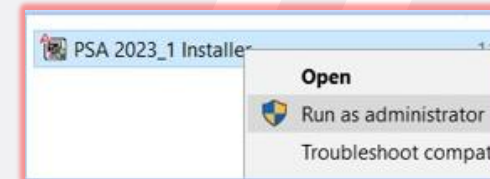


ProVision Site Administration



Installing and Using PSA for the First Time

- Manually uninstall ASA, if currently installed:
 - Start with any Service Pack(s), then the base Site Administration application.
 - Be sure to back up (copy) the 'user' folder before or during uninstall:
 - ❖ C:\Users\<userid>\AppData\Roaming\Avaya\Site Administration\user
 - ❖ Uninstaller should prompt to back up 'user' folder.
- Download, unzip and install the PSA installer from here:
 - [PSA Installer](#)
- Run the PSA installer, with administrator privileges if possible.
- Replace the new 'user' folder with the backup folder from step 1 above.



ProVision Site Administration



Installing and Using PSA for the First Time (cont.)

- Start PSA and complete the Customer Information dialog:

A screenshot of the 'Customer Information' dialog box. The dialog has a title bar with a close button (X). The main text reads: 'Please fill the customer information below to start using Avaya ProVision Site Administration. All fields are mandatory.' Below this text are three input fields: 'Name:', 'Company:', and 'Email:'. At the bottom of the dialog are three buttons: 'OK', 'Cancel' (which is highlighted with a blue border), and 'Help'.

ProVision Site Administration



Rare Error During Installation: *AsaValidation.dll failed to register*

➤ Handling the “AsaValidation.dll” error during installation:

- Check the Windows **App & features** setting for **Visual Studio C++ 2015-2019 Redistributable (x86)**

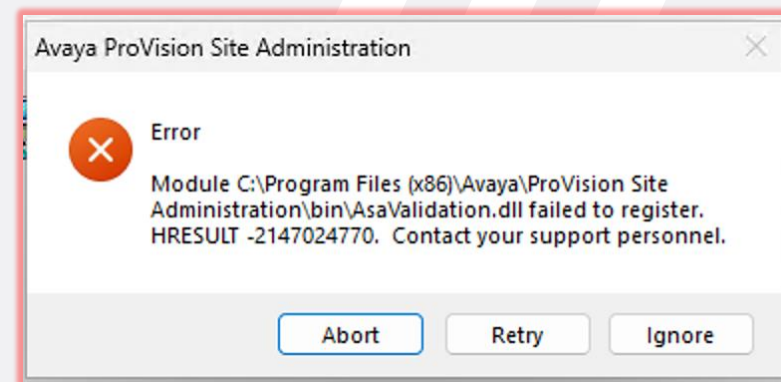
Apps & features



Microsoft Visual C++ 2015-2019 Redistributable
(x86) - 14.29.30139

14.29.30139.0

- If the package is missing, then download and install the Redistributable from this link: https://aka.ms/vs/17/release/vc_redist.x86.exe



ProVision Site Administration



Sending Feedback and Getting Support for PSA

- Submit any findings and observations to: pvnsiteadmin@avaya.com