



3Com[®] IP Contact Center Software Installation Instructions

System Release 7

<http://www.3com.com>

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PREFACE

About This Guide

Overview

This guide describes how to install, configure, and test 3Com® IP Contact Center (IPCC) software release 7.0.

Who Should Read This Guide

This guide is to be used by the 3Com Customer Service group and 3Com Support personnel.

How This Guide Is Organized

This guide includes the following topics:

- Chapter 1, *Installing 3Com IPCC Software*, provides information on how to configure and initialize your machine followed by instructions on how to install the IP Contact Center 7.0.
- Chapter 2, *Integrating 3Com VCX*, describes how to configure the IP Contact Center voice servers to integrate with the 3Com VCX™ module.

Conventions and Terminology Used in This Guide

The following conventions are used in this guide:

Convention	Description
Bold	Text you type into a field or dialog box. Names of buttons or keys you should press.
<i>Italic</i>	Book titles, notes, and emphasis.
Courier font	Text you see on the screen.
→	A menu choice. For example, Start→Programs→Administrative Tools means that you select the Programs option from the Start menu, and then select Administrative Tools.
<>	Variables for which you must substitute a value. For example, when a step says, "Type <hostname>," you type the name of the host instead of <hostname>.
ENTER and enter	When the instructions say "At the command prompt, enter xyz. " type xyz at the prompt, and then press the Enter or Return key on your keyboard. Similarly, when the instructions say "Press ENTER," press the Enter or Return key on your keyboard.

CHAPTER 1

Installing 3Com IPCC Software

This chapter describes the process of preparing your machine and installing the 3Com IP Contact Center 7.0.

The software installation process includes the following steps:

- “Kickstarting the Machine” on page 7
- “Bootstrapping the Machine” on page 8
- “Preload the RHN-Proxy Cache from CD-ROM” on page 9
- “Installing the IPCC Software” on page 11
- “Deploying Replication” on page 13
- “Restarting the Machine” on page 14

Kickstarting the Machine

This section describes how to install the Red Hat Enterprise Linux ES 3 operating system. Perform this installation on all IP Contact Center servers.

Be aware of the following:

- Make sure that Host RAID is disabled and that HD0 is selected as boot device.
- The kickstart installation installs software on the sda and sdb devices.

Prerequisites

You will need the following media to perform the installation:

- The IPCC RHEL3 Update 6 ES CD.

Note: You can make additional copies of the CD if you want to perform this installation in parallel on all the servers.

Kickstart

To kickstart your machine:

1. Insert the IPCC RHEL 3 Update 6 ES Disc 1 in the machine.
2. Reboot the machine.

The machine boots off the CD-ROM and displays the `boot :` prompt.

3. Enter the following command:

```
linux text ks=cdrom:ncc-3.0-md
```

Note: Remove the CD from the machine after the installation is complete.

Bootstrapping the Machine

This chapter describes how to “bootstrap” your machine after installing the operating system.

Note 1: Perform these steps at the machine’s console.

Note 2: Perform these steps on the RHN proxy server, first.

Prerequisites

- Network connectivity to the satellite server is required to perform the bootstrapping function.

Bootstrap

To bootstrap your machine:

1. Download and execute the bootstrap installer.

```
# export BOOTSTRAPURL=http://<satellite>/pub/bootstrap
# wget -N $BOOTSTRAPURL/ncc-bootstrap-installer.sh
# sh ncc-bootstrap-installer.sh
```

Note: Replace <satellite> with the appropriate satellite server IP address.

2. Enter the name of the instance when prompted e.g. dba.

3. Press ENTER.

The tar files are downloaded, unarchived and the installation is launched.

4. Enter the name of the machine when prompted e.g. dbanode1-app01.

5. Press ENTER.

6. When prompted, select whether you wish to delete the machine from the Satellite server. Answer yes if the machine was previously registered with the Satellite server.

7. If you answered yes:

- At the **Username:** prompt, enter your Satellite Server username
- At the **Password:** prompt, enter your Satellite Server password

8. When prompted to warm-up the cache, answer No.

Preload the RHN-Proxy Cache from CD-ROM

This section describes how to preload the RHN-Proxy machines using the IPCC application CDs.

Prerequisites

You will need the following:

- IPCC Application CD

- IPCC Reports CDs (CD # 1, 2, and 3)

Installation

Perform the steps below on RHN-Proxy machines.

Note: <number> is the build number listed on the CD. For example, 3381.

1. Insert the IPCC Application CD in the machine and execute the following commands:

```
# cd /var/www/mirror
# mount /mnt/cdrom
# tar xvfz /mnt/cdrom/build<number>.tgz
# eject
```

2. Insert the IPCC Report CD 1 disk in the machine and perform the following commands:

```
# cd /var/www/mirror
# mount /mnt/cdrom
# cp /mnt/cdrom/BusObj<number>.tgz-1 BusObj<number>.tgz
# eject
```

3. Insert the IPCC Report CD 2 disk in the machine and perform the following commands:

```
# cd /var/www/mirror
# mount /mnt/cdrom
# cat /mnt/cdrom/BusObj<number>.tgz-2 >> BusObj<number>.tgz
# eject
```

4. Insert the IPCC Report CD 3 disk in the machine and perform the following commands:

```
# cd /var/www/mirror  
  
# mount /mnt/cdrom  
  
# cat /mnt/cdrom/BusObj<number>.tgz-3 >> BusObj<number>.tgz  
  
# tar xvfz BusObj<number>.tgz  
  
# rm BusObj<number>.tgz  
  
# eject
```

5. Execute the RHN proxy warm-up script.

```
# /usr/local/bin/ncc-rhn-proxy-config.sh warmup
```

6. When prompted, answer Yes to warm up the cache.

Installing the IPCC Software

This section describes the tasks to install the IP Contact Center 7.0 software, including requirements and preparation for installing the database.

Prerequisites

This installation requires the following:

- IPCC Database Install CD 1
- IPCC Database Install CD 2

Preparation

Follow the steps below in preparing to install the IPCC software:

Note: In this guide, when you are asked to type `fdisk -l`, type a lowercase “L”, not the number one.

1. Display the partition tables. To do so, enter the command below:

```
# fdisk -l
```

2. If there are any partitions on `/dev/sdc`, `/dev/sdd`, `/dev/sde`, or `/dev/sdf`, follow the instructions given below to delete the partitions before continuing.

- Execute `fdisk` on the device

```
# fdisk /dev/<deviceName>
```

- Delete each partition.

```
Command (m for help): d
Partition number (1-4): 1
```

- Write the new partition table

```
Command (m for help): w
```

Note: If you deleted any partition, reboot the machine and log in again.

3. Run the IPCC database prepare script, enter the command below:

```
# ncc-database-preparer.sh
```

4. When the operation is complete, the server will reboot automatically.

Installation

Be aware of the following before installing the IP Contact Center software on all of the servers running the Linux operating system.



Caution: Do not reboot the machines once IPCC is installed.

Note: Perform the installation steps in the following order: (1)Primary hub database, (2)Secondary hub database, (3)Node databases, (4) other servers.

To install:

1. Execute the IP Contact Center installer script (for all IPCC servers):

```
# ncc-installer.sh
```

2. If prompted, insert the first database CD and press Enter.
3. If prompted, insert the second database CD and press Enter.

Note: Steps 2 and 3 are applicable to database servers only.

Troubleshooting

- Installer hangs while installing ncc-business-objects

If your `ncc-installer.sh` script hangs while installing ncc-business-objects RPM, try the following workaround:

```
# ps -aef f | grep -i xvfb|awk '{print $2}'|xargs kill -9
```

- Installer hangs due to incorrectly set time zone

When prompted to verify date, type the following command:

```
date --set="paste_date_here"
```

Copy the output of date and paste/edit. For the correct date and time zone, refer to the customer.xml file (under /opt).

- Message - “Shutting down NFS mountd [FAILED]”

During installation, you may see the above message.

Action: Ignore this message.

- Message -

```
“Warning: remaining zero-length database file:
/etc/postfix/aliases.db”
```

A warning message is displayed when `ncc-installer.sh` is going to install Postfix. Postfix is being installed for the first time here and replacing Sendmail so this message is expected.

Action: Ignore.

Deploying Replication

This section describes how to enable database replication.

- Make sure that the database installation was successful by finding the following line in the console output of each database server.

Completed Successfully. Logfile=dbDeploy<instance name>.log

- Deploy the database replication by executing the following command on the primary hub database:

```
# up2date -f ncc-database-replication
```

Note: This operation will take approximately 30 minutes to complete.

- Make sure that the replication deployment was successful by looking for the following lines in console output of the primary hub database:

```
READY
```

```
Instance is ready to start....
```

Restarting the Machine

- Before restarting the machine, make sure you see the following lines in the console output of the primary hub database:

```
READY
```

```
Instance is ready to start....
```

- Restart the machine by pressing CTRL-ALT-DELETE (or use init 6 if you are doing this remotely).

CHAPTER 2

Integrating 3Com VCX

This chapter describes how to configure the IP Contact Center voice servers to integrate with the 3Com VCX™ module.

The topics included in this chapter are:

- “Setting up Voice Servers as VCX Endpoint” on page 15
- “Configuring Outbound Calling” on page 18
- “Configuring Inbound Calling” on page 22
- “Configuring VCX Extensions as Agent Endpoints” on page 27
- “Configuring VCX for SIP Transfers” on page 29

Setting up Voice Servers as VCX Endpoint

1. Log into the VCX server via SSH.
2. Enter the following VCX command line interface.

```
>cd /opt/3com/VCX/callprocessor/remoteCli/bin
```

```
>./remoteCli -call
```

The following text appears:

```
remoteCli v5.0.2.3 Oct 18 2005 (DMR v1.3.2.2 Oct 17 2005)
```

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remoteCli connecting to 172.16.34.72:7777....

VCX 7210 IP CallProcessor v7.0.10.11 Oct 19 2005 (DMR

v1.3.2.2 Oct 19 2005)

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3. At the prompt, enter the following command:

```
> show ccTrusted
```

The following information appears on the screen:

ccTrusted

	-Index	-RowStatus	-TrustedAddress	-Netmask
1	1		172.16.34.72	255.255.255.255
2	1		172.16.34.76	255.255.255.255
3	1		172.16.34.70	255.255.255.255
4	1		172.16.34.84	255.255.255.255
5	1		172.16.19.203	255.255.255.255
6	1		172.16.19.171	255.255.255.255
7	1		172.16.16.140	255.255.255.255
8	1		172.16.34.73	255.255.255.255

4. Add the IP address(es) of your IP Contact Center voice server(s); make sure you don't overwrite an existing index.

```
> config cct row=4 index=9 trustedaddr=172.16.34.71
netmask=255.255.255.255
```

The following text appears on the screen:

```
cct

      row = 4

key index = 9

      trustedaddr = 172.16.34.71

      netmask = 255.255.255.255
```

5. At the prompt, enter the following command:

```
> show ccTrusted
```

The following text appears on the screen:

```
ccTrusted

-Index -RowStatus -TrustedAddress -Netmask

1      1          172.16.34.72    255.255.255.255
2      1          172.16.34.76    255.255.255.255
3      1          172.16.34.70    255.255.255.255
4      1          172.16.34.84    255.255.255.255
5      1          172.16.19.203   255.255.255.255
6      1          172.16.19.171   255.255.255.255
7      1          172.16.16.140   255.255.255.255
8      1          172.16.34.73    255.255.255.255
9      1          172.16.34.71    255.255.255.255
```

6. At the prompt, enter the following command:

```
>exit
```

7. If this configuration is redundant, repeat the same procedure on the secondary VCX.

Configuring Outbound Calling

To configure outbound calling, follow the steps below:

- Configuring servers as external trunk group
- Configuring gateways for SIP transfers
- Creating a new class of service
- Assigning the new class of service to agents
- Testing outbound integration

Configuring Servers as External Trunk Group

Follow the steps below to configure VCX servers as external trunk group of the IP Contact Center.

1. Log in to IP Contact Center desktop using an account with administrative privileges (For example, admin, technician, or engineer).
2. In the IPCC Administrator tool, go to SystemProvisioning/ Hub&Nodes and pick a node where the VCX server will be added.
3. Expand the Node's configuration and right-click on trunk groups to create a new trunk group.
 - Set trunk group Direction to Outbound
 - Set trunk group Disposition to External
 - In the ExternalIPAddress enter the IP address of the primary and secondary regional servers
 - Set External URI to sip:\$number@\$ipaddress:\$port
 - Set ExternalTo to sip:\$number@ipaddress

New TrunkGroup

New Copy Delete Edit Add/Remove Help

Name: QA_VCX

Description: node2 VCX

Direction: Inbound Outbound Both

Disposition: Internal External

ExternalIPAddress: 172.16.21.19|172.16.21.21

ExternalPort: 5060

ExternalURI: sip:\$number@\$ipaddress:\$port

ExternalTo: sip:\$number@\$ipaddress

Select from Assigned/Unassigned Trunks (Channels)

Gateway	Span	Channel	Trunk...	Act...	Circuit ID	Trunk Group

Select from Assigned/Unassigned Trunks (Channels)

Gate...	Span	Ch...

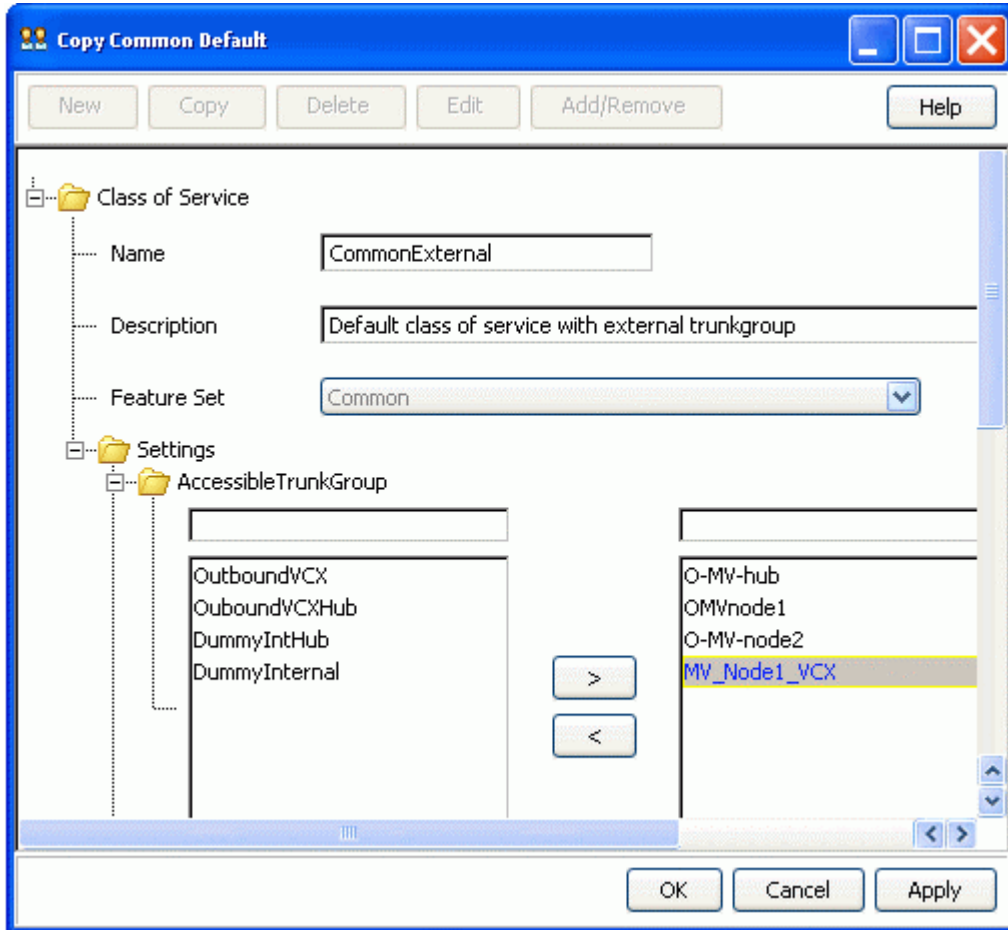
OK Cancel Apply

4. Alternatively, you may convert an existing unused trunk group to external by setting disposition to External and ExternalPort/URI/To parameters as described in step # 3 above.
5. Apply the setting and click OK.
6. If there are VCX media gateways present in the system, create another external trunk group, which points to the IP address(es) of the VCX gateway(s) directly.

Creating New Class of Service

Follow the steps below to create a new class of service which includes the new external trunk group.

1. In the IP Contact Center Administrator tool go to Workforce / Classes of Service.
2. Expand Common / Common Default class of service and click Copy button.
3. Name your new class of service e.g. Common External.
4. Add the newly created trunk group to the list of AccessibleTrunkGroups.



5. Apply and OK the change.

Assigning New Class of Service to Agents

Follow the steps below to assign a new class of service to every agent who will be using the VCX for outbound dialing.

1. In the IPCC Administrator tool, go to Workforce / Users.

- For every user (agent) who will need to make outbound calls via the new external trunk group, click Edit and under “User Classes of Service / Common” change CommonDefault to CommonExternal.

The screenshot shows a window titled "Edit andrey1" with a toolbar containing "New", "Copy", "Delete", "Edit", "Add/Remove", and "Help". The main area is divided into two sections: "User" and "User Classes of Service".

User Section:

- First Name:
- Last Name:
- Middle Name:
- Salutation:
- Name Suffix:
- Logon Name:
- Password:
- Voice Mail Password:
- Team:
- Contact Classification:
- Management Classification:
- User Threshold:
- Role:

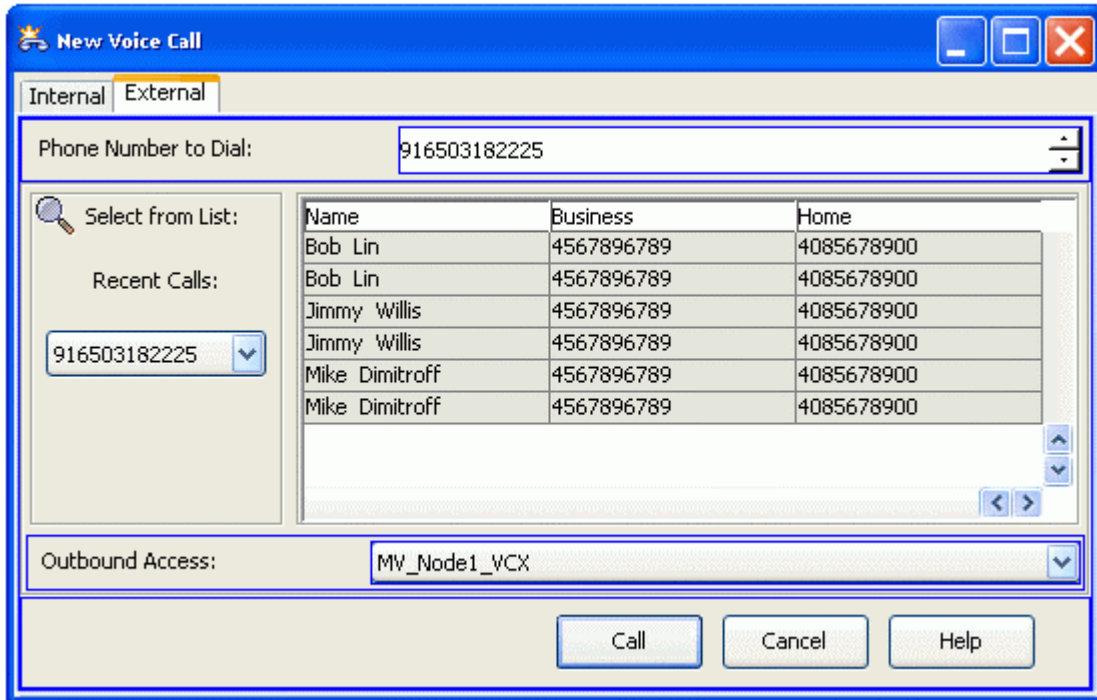
User Classes of Service Section:

- Ring-Through:
- Desktop:
- Common:
- Contact Handling:

At the bottom of the window are "OK", "Cancel", and "Apply" buttons.

Testing Outbound Integration

1. Log in as one of the agents with class of service including the VCX external trunk group.
2. Click on the “New Voice Call” button and select external trunk group you have just created. Enter a valid VCX extension or an external PSTN number pre-pended by 9.



Configuring Inbound Calling

1. Point your web browser to the IP address of the VCX server and log in to Central Management Console.
2. Select the VCX you are going to configure and in the upper menu choose DIRECTORY.
3. In the End Point menu, select “Add End Point” and enter IPCC voice server as a new CallProcessor end point. Use port 5060.



[MAIN](#)
[HOME](#)
[DIRECTORY](#)
[USERS](#)
[PREFERENCES](#)
[LOG OUT](#)

3Com® VCX™ V7000 Networ

Data Server: 172.16.34.72

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[Patterns](#)
[OutDial Patterns](#)
[Requestors](#)
[Holidays](#)
[Week Day Bands](#)
[Day Time Bands](#)
[Calendar Bands](#)
[End Points](#)
[Routes](#)
[URI Route Map](#)
[URI Translation](#)
[Server Configuration](#)

Add End Point

End Point Information	
Type	Call Processor <input type="button" value="v"/>
Active	Yes <input type="button" value="v"/>
* Name	DEV3NODE1-VOICE01
Description	Dev3 Node 1 Voice Server
* Site Id	10
* IP Address	172.16.34.71
IP Port	5060
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Fields marked with an asterisk * are required

4. Create a new Route, for example, DEV3-NODE1. Choose LoadBalanced. Click Save.

Note: True load balancing will be supported starting from VCX version 7.1.

3Com® VCX™ V7000 Network
Data Server: 172.16.34.72
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MAIN HOME DIRECTORY USERS PREFERENCES LOG OUT

Patterns
OutDial Patterns
Requestors
Holidays
Week Day Bands
Day Time Bands
Calendar Bands
End Points
Routes
URI Route Map
URI Translation
Server Configuration

Edit Route

Route Information

* Name: DEV3-NODE1
Sort Policy: Load Balanced

Save Cancel Reset

Fields marked with an asterisk * are required

- In the new route entry click on “End Points” and then select “Assign end Points.”

Select the voice server end point and assign it to route.

Route - Assigned End Points

Route: DEV3-NODE1 Found 1 End Point(s)

Assign End Points Unassign Selected Update Cancel

Name	Description	Type	Active	Network Address	Sort Order
<input type="checkbox"/> DEV3NODE1-VOICE01	Dev3 Node 1 Voice Server	Call Processor	Yes	172.16.34.71:5060	

Prev Page 1 of 1 Next

- Create a new pattern corresponding to the ACD entry point to IPCC call center.

Edit Pattern

Pattern Information

* Name DEV3-ACD

* Pattern 6020*

Save Cancel Reset

Fields marked with an asterisk * are required

7. Select URI Route Map page and “Add URI Route Map.” Associate the ACD entry point pattern with call route. Click on Save.

Add URI Route Map

URI Route Map Information

* Name DEV3

Pattern DEV3-ACD

Route DEV3-NODE1

Active

Source Based

Direct and Indirect Requestor

Indirect Requestor

Direct Requestor

Holiday

Day Band

Week Day Band

Day Time Band

Date Band

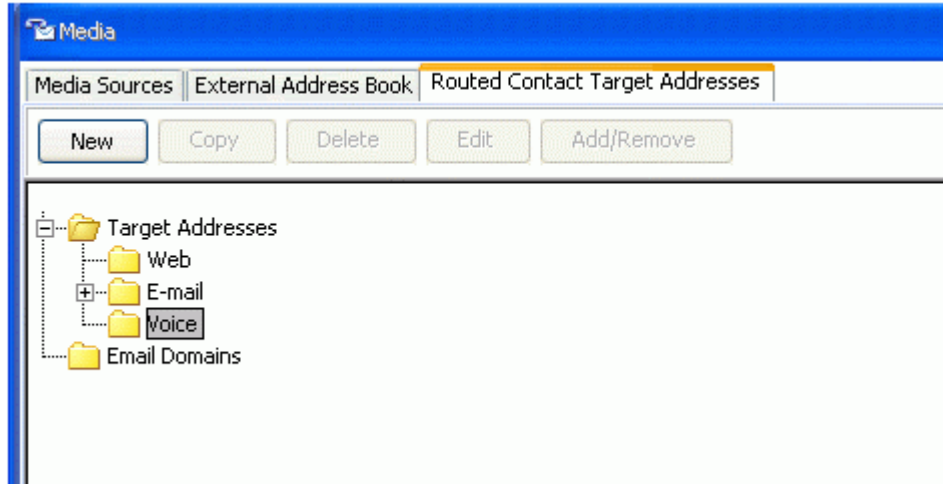
Calendar Band

Save Cancel Reset

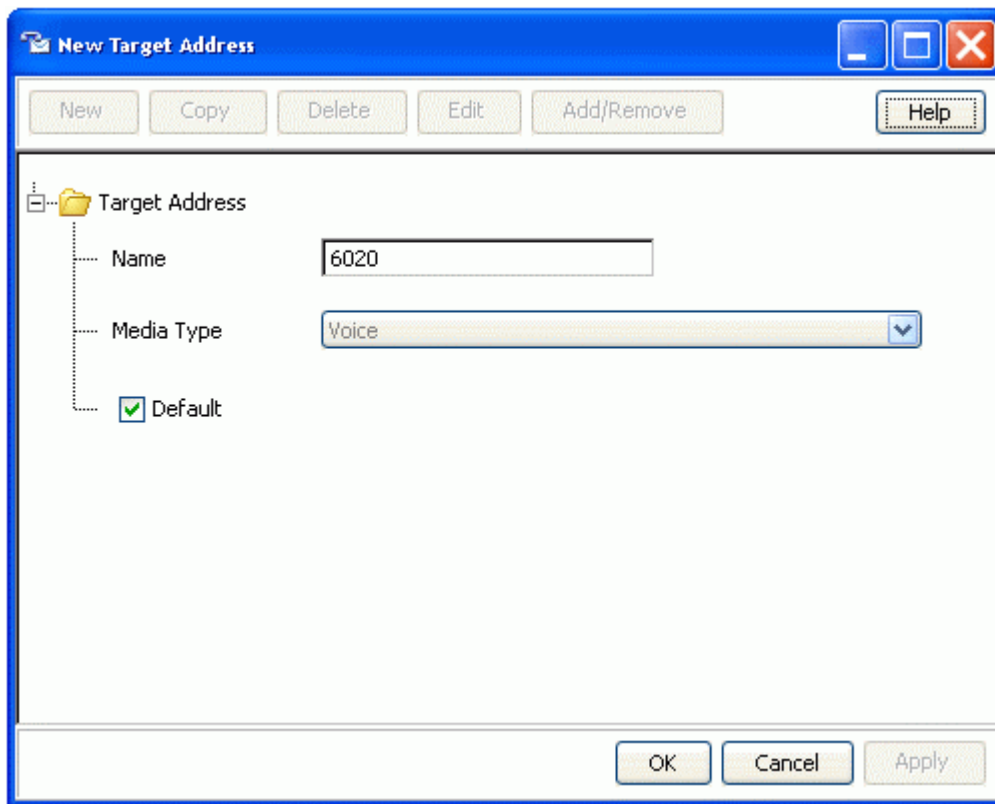
Fields marked with an asterisk * are required

8. Provision ACD voice entry point, if necessary.

- In the IP Contact Center Administrator tool go to Media tab, select Routed Contact Target Addresses / Target Addresses / Voice.



- Create a new voice entry point which matches URI Route pattern on the VCX.



9. Verify the configuration by dialing your voice entry point number from a VCX phone or VCX gateway.

Configuring VCX Extensions as Agent Endpoints

Follow the steps below to configure VCX extensions:

1. In the IPCC Administrator tool go to Workforce panel and select Users tab.
2. For every agent who needs to use his VCX extension as an endpoint, edit user profile as follows:
 - In the phone settings, select IPCC Phone Set.
 - Specify external trunk group mapped to the local VCX.
 - Specify the default phone number or local VCX extension where the agent can be reached.
 - If the agent should be able to enter other phone numbers or extensions, check the “Allow to change phone settings” checkbox.

New User

New Copy Delete Edit Add/Remove Help

User

First Name John

Last Name Smith

Middle Name

Salutation

Name Suffix

Logon Name johns

Logon Password ***** Default

Remote Access C... Default

Team 3com

Contact Classifica... Customer

Management Clas... Customer

User Threshold Default User

Role Administrator

User Classes of Service

Skills

Direct Phone Numbers

Phone Settings

IPCC Soft Phone

IPCC Phone Set

Trunk Group QA_VCX

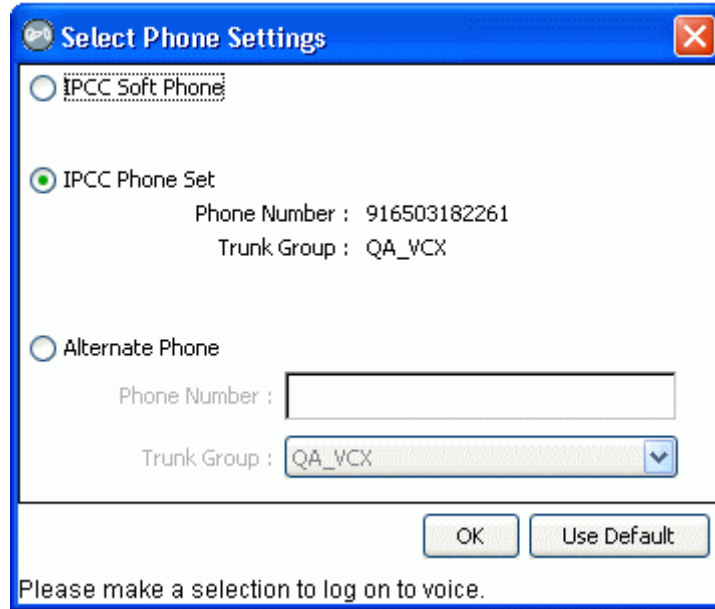
Phone Number 918053889016

Allowed to select phone settings at logon

Teams to Supervise

OK Cancel Apply

3. Verify the configuration by logging in as agents with VCX extensions as their endpoints. After login you should see a screen like this. Click OK. The VCX extension assigned to the agent should ring.



Configuring VCX for SIP Transfers

To effectively support transfer handling, every IP Contact Center node voice server will create conference IDs according to the following rules:

- Conference id range = nvxxxxxx
- Where :
- n = node id, starts from 2. (ID 1 is for the hub.)
- v = voice server id, starts from 1.
- xxxxxx = any combination of digits [0-9]

Node Name	Node ID	Voice Server #	Conference ID Pattern	Pattern in VCX
“1”	2	1	21xxxxxx	21*
“1”	2	2	22xxxxxx	22*
“2”	3	1	31xxxxxx	31*
“2”	3	2	32xxxxxx	32*
“3”	4	1	41xxxxxx	41*

1. Log in to VCX Central Management Console.
2. Select the VCX that you are using for this IP Contact Center.
3. Choose Pattern.
4. Create a new pattern corresponding to the conference id pattern for the voice server you are configuring.
5. Click Save.



6. Select the URI Route Map page.
7. Select Add URI Route Map.
8. Associate the conference pattern with call route.
9. Click Save.

Configuring VCX for SIP Transfers

The screenshot shows a web browser window titled "Provisioning Server - Mozilla Firefox" with the URL "http://172.16.34.74/vopadmin/10/". The page header includes the 3Com logo and the text "3Com® VCX™ V7000 Networked Telephony Solution". Below the header, there is a navigation menu with links for "MAIN", "HOME", "DIRECTORY", "USERS", "PREFERENCES", and "LOG OUT".

The main content area is titled "Edit URI Route Map" and contains a form for configuring URI Route Map Information. The form includes the following fields and options:

- * Name:** VPI-ROQUEFORT-RFR
- Pattern:** VPI-Requestor-RFR
- Route:** VPI-Requestor-1
- Active:**
- Source Based:**
- Requestor Selection:** Radio buttons for "Direct and Indirect Requestor".
- Indirect Requestor:**
- Direct Requestor:**
- Holiday:**
- Band Selection:** Radio buttons for "Day Band", "Date Band", and "Date Band".
- Day Band:**
- Day Time Band:**
- Date Band:**
- Calendar Band:**

At the bottom of the form are "Save", "Cancel", and "Reset" buttons. Below the form, a note states: "Fields marked with an asterisk * are required".

The browser's taskbar at the bottom shows the Windows Start button, several open applications, and the system tray with the time "10:43 AM".

