

Faculty of Engineering

MINI SERVICE PROVIDER

Terence Jerome Daim

Bachelor of Engineering with Honours (Electronics & Telecommunication Engineering) 2006

UNIVERSITI MALAYSIA SARAWAK

	BORANG PENC	GESAHAN STATUS TESIS
Judul:	MINI SE	RVICE PROVIDER
	SESI PEN	NGAJIAN: <u>2005/2006</u>
Saya		CE JEROME DAIM
)H)	URUF BESAR)
	ıku membenarkan tesis * ini disimpan di Pus n syarat-syarat kegunaan seperti berikut:	sat Khidmat Maklumat Akademik, Universiti Malaysia Sarawal
1. 2.	Tesis adalah hakmilik Universiti Malaysia Pusat Khidmat Maklumat Akademik, Ur tujuan pengajian sahaja.	a Sarawak. niversiti Malaysia Sarawak dibenarkan membuat salinan untul
3.	Membuat pendigitan untuk membangunka	
4.	Pusat Khidmat Maklumat Akademik, Un sebagai bahan pertukaran antara institusi p	iversiti Malaysia Sarawak dibenarkan membuat salinan tesis in
5.	** Sila tandakan (✓) di kotak yang berl	
		gi maklumat yang berdarjah keselamatan atau kepentingan erti yang termaktub di dalam AKTA RAHSIA RASMI 1972).
		gi maklumat TERHAD yang telah ditentukan oleh organisasi/ a penyelidikan dijalankan).
	✓ TIDAK TERHAD	
		Disahkan oleh
-	(TANDATANGAN PENULIS)	(TANDATANGAN PENYELIA)
Al	lamat tetap: <u>NO:10, LOT:63, LRG POKO</u>	<u>K</u>
	SERAYA 5G, TMN KHIDMAT, 88100,	EN. DAVID BONG BOON LIANG
-	KOTA KINABALU, SABAH	Nama Penyelia
-	,	—
Tarikh:	15 MEI 2006	Tarikh:

CATATAN

* ** Tesis dimaksudkan sebagai tesis bagi Ijazah Doktor Falsafah, Sarjana dan Sarjana Muda. Jika tesis ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa/organisasi berkenaan dengan menyatakan sekali sebab dan tempoh tesis ini perlu dikelaskan sebagai SULIT dan TERHAD. Laporan Projek Tahun Akhir berikut:

Tajuk: Mini Service Provider Nama penulis: Terence Jerome Daim Matrik:9231

Telah dibaca dan disahkan oleh:

En. David Bong Boon Liang Penyelia Tarikh

MINI SERVICE PROVIDER

TERENCE JEROME DAIM

This project is submitted impartial fulfillment of The requirements for the degree of Bachelor of Engineering with Honors (Electronic & Telecommunication Engineering)

> Faculty of Engineering UNIVERSITI MALAYSIA SARAWAK 2006

For my beloved family & friends

ACKNOWLEDGEMENT

My sincerest appreciation goes to my first supervisor, Mr. David Bong who has given me guidance throughout completing this report. My appreciation also goes to my second supervisor, Mr. Martin Anyi for the support and attention he given for making this report possible. I would also like to thank those individuals especially Kareen, Yee, Tan, Aroland and Juli who given me their support and share their suggestions and evaluations. Finally, and as always, my greatest thanks to my family – Dad, Mom, Sylvia and Eliza – It is their love and support that keeps me going. Thanks for being there!

ABSTRAK

Pembekal perkhidmatan mini adalah satu system yang mampu memanafaatkan segolongan pengguna yang berhasrat untuk mencari cara penyelesaian mudah dalam perkongsian maklumat dan perkhidmatan. Dengan wujudnya rangkaian teknologi dan perisian maklumat, maka objektif projek ini adalah untuk merealisasikan system pembekal perkhidmatan mini melalui perancangan yang terperinci.

ABSTRACT

Mini Service Provider is a system that will benefit a group of users with the intention to seek an easy method to share resources and services. With the advent of available networking and software development technologies, it is thus the main aim of this project to make this system a reality through proper planning and execution.

LIST OF CONTENTS

CONTENTS	PAGE
Acknowledgement	i
Abtrak	ii
Abstract	iii
List of Contents	iv
List of Figures	viii
List of Tables	xi

CHAPTER 1 INTRODUCTION

1.1	Mini Service Provider (MSP) system: An introduction	1
1.2	Project overview	1
1.3	Objectives	2
1.4	Organization of Thesis	3

CHAPTER 2 LITERATURE REVIEW

2.1	Comn	nunication	4
	2.1.1	Communication protocol	5
	2.1.2	Transmission Control Protocol/Internet Protocol Suite	5
		(TCP/IP)	
	2.1.3	IP Address	6

	2.1.4	Ports	7
	2.1.5	Windows Socket (WINSOCK)	8
	2.1.6	Connection Establishment	9
	2.1.7	Dial-in Connection	9
	2.1.8	Remote Access Service (RAS)	10
2.2	File T	ransfer Protocol (FTP) service	12
2.3	E-mai	l service	14
	2.3.1	Simple Mail Transfer Protocol (SMTP)	14
	2.3.2	Post Office Protocol 3 (POP3)	15
	2.3.3	Multipurpose Internet Mail Extensions (MIME)	16
	2.3.4	Base64 Encoding	17
	2.3.5	Mail delivery	18
2.4	Devel	opment tools & third party softwares	19
	2.4.1	Visual Basic 6.0	20
	2.4.2	Microsoft Access	20
	2.4.3	ArGoSoft Mail Server	21
	2.4.4	Internet Information Services (IIS)	21

CHAPTER 3 METHODOLOGY

3.1	MSP system specifications		23
	3.1.1	Targeted users	24
	3.1.2	MSP System basic components	24

	3.1.3	MSP System network topology	25
	3.1.4	Type of Network support	26
	3.1.5	MSP system services	27
	3.1.6	Estimated equipment	32
	3.1.7	System reliability	32
3.2	MSP s	system development	33
	3.2.1	MSP main server program	37
	3.2.2	MSP system instant messenger server program	41
	3.2.3	MSP client administrator program	42
	3.2.4	MSP subscriber client program	59
	3.2.5	MSP system FTP server program	61
	3.2.6	MSP system email server program	62

CHAPTER 4 SYSTEM TESTING AND ANALYSIS

4.1	Conne	ection speed test	65
4.2	MSP	system services test	68
	4.2.1	MSP system instant messenger service test	68
	4.2.2	Files and folders storage service test	70
	4.2.3	MSP system FTP service test	72
	4.2.4	MSP system email service test	73
	4.2.5	MSP system remote administration test	75
4.3	Analy	sis	78

CHAPTER 5 CONCLUSION AND RECOMMENDATIONS

5.1	Conclusion	80
5.2	Problem encountered and solution	81
5.3	Recommendation	81
REFE	REFERENCES	
APPE	NDIX	
Appen	Appendix A – MSP System Server Source Code	

Appendix B – MSP System Client Source Code	102
11 5	

LIST OF FIGURES

FIGURE		PAGE
1.1	MSP system concept	2
2.1	FTP	13
2.2	Email delivery	18
3.1	Methodology	23
3.2	MSP system network STAR topology	25
3.3	Ethernet and phone line networks supported by the MSP	26
	system	
3.4	MSP system instant messenger service	29
3.5	MSP system FTP service	30
3.6	MSP system email service	31
3.7	MSP system files and folders service	32
3.8	MSP system server programs	33
3.9	MSP system client programs	35
3.10	Development software and third party programs used	36
3.11	MSP main server main form	38
3.12	MSP main server options form	39
3.13	MSPuser table	40
3.14	MSP main server's Add/Remove MSP users form	40

3.15	MSP instant messenger server main form	42
3.16	MSP client administrator program main form	44
3.17	MSP client administrator program Control Tools tab	45
3.18	MSP client administrator program Explorer tab	47
3.19	MSP administrator program Server Options tab	48
3.20	Dial-Up Property form	49
3.21	Dial-Up form	50
3.22	Resolve Host IP address form	51
3.23	Ping An IP form	51
3.24	System information form	52
3.25	MSP Instant Messenger Sign On form	52
3.26	MSP Instant Messenger Online tab	53
3.27	MSP Instant Messenger List Setup tab	53
3.28	MSP Instant Messenger message form	54
3.29	MSP FTP main form	55
3.30	MSP FTP connection form	55
3.31	MSP email service main form	56
3.32	MSP email service Read Mail form	56
3.33	MSP email service Send Mail form	57
3.34	MSP Email service Options form	57
3.35	MSP Email service Address book form	58
3.36	MSP Email service New contact form	58

3.37	MSP Email service Select an address form	59
3.38	MSP subscriber program main form	60
3.39	MSP subscriber program My Folder tab	60
3.40	IIS 5.1	61
3.41	IIS properties Messages tab	62
3.42	ArGoSoft Mail Server	62
3.43	ArGoSoft Mail Server Options	63
3.44	ArGoSoft Mail Server User Setup	63
3.45	ArGoSoft Mail Server User Properties	64

LIST OF TABLES

TABLE		PAGE
2.1	Common protocols and their associated port numbers	7
2.2	Selected RAS functions	11
2.3	Base64 Encoding table	17
3.1	Services	27
3.2	MSP system server program purposes	34
3.3	MSP system client program purposes	35
3.4	MSP main server program forms	37
3.5	MSP client administrator program forms	42
4.1	Phone line network connection speed test results	66
4.2	Ethernet network connection speed test results	67
4.3	MSP system instant messenger service test results (First	69
	configuration)	
4.4	Files and folders storage service test results (First	70
	configuration)	
4.5	File and folder storage service test results (First	72
	configurations)	
4.6	MSP system email service test results (First Configuration)	74

4.7 MSP system remote administration test results (First

77

configuration)

CHAPTER 1

INTRODUCTION

This chapter gives an introduction on the project which is the Mini Service Provider. The purpose, objectives of this project and also thesis organization will also be discuss in this chapter

1.1 Mini Service Provider (MSP) system: An introduction

The purpose of the MSP system is to enable a group of computers to be easily configured as a system where one of the computers can act as a dedicated server and provide resources and services to other computers. One of the advantages of this system is cost effective. For example resource like disk space can be shared among all computers.

1.2 Project overview

Referring to **Figure 1.1**, the MSP system concept is depicted. A group of users can access the MSP server via any network such as Ethernet or phone lines

networks. Once connected, users can then request for services such as email, File Transfer Protocol (**FTP**), files and folders storage and as well instant messenger

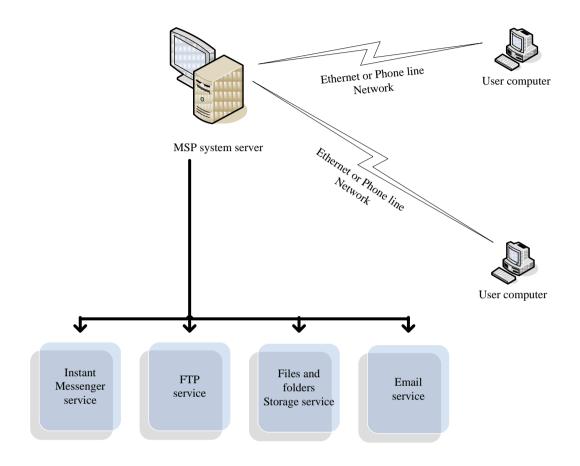


Figure 1.1: MSP system concept

1.3 Objectives

The basic objective of this project is to develop the MSP system which will involve several stages ranging from planning till achieving the end product. It is also intend that the system will achieve a level of reliability, efficiency, usefulness and satisfaction. Other than that is to try to overcome the limitations of the system as much as possible. Throughout this project, it is also aim that deeper knowledge on network technology is gained, particularly in the process of designing and developing a network system. Other objective of this project is to get experience on network programming using Visual Basic and also learn windows socket programming.

1.4 Organization of Thesis

In the early stage, an introduction of this project is briefly described in Chapter 1. Project overview and objectives are also being highlighted here. Apart from that, chapter-by-chapter outline of this project is also included.

The next stage - Chapter 2 is detail discussion and research on this project which includes network technologies and review on the development software that will be used in this project.

Chapter 3 will illustrate this project methodology which includes the MSP system specifications and development process.

Chapter 4 describes the methods of test conducted and the analyzed results on the MSP system.

The last chapter which is Chapter 5 will be the conclusion and recommendation for future upgrade and expansion based on the results and analysis made. Other than that, problems encountered during carrying this project will also be included in this chapter.

CHAPTER 2

LITERATURE REVIEW

The purpose of this chapter is to discuss the involvement of some of the main technologies that are vital in the process of developing the MSP system. These technologies include networking protocols, devices and network tools. The development process also will see the involvement of software development tools and database technology.

2.1 Communication

Basically there are four relationships that can be categorized in the MSP system namely Server & Client, Server & Administrator, Administrator & Client and Client & Client

In order for these relationships to established, some sorts of communication method has to be determined and developed. These include communication protocols and connection technologies which will be describe later in this chapter.

2.1.1 Communication protocol

A communication protocol is a set of rules and regulations by which computers networked together can communicate [1]. Just as people require the use of a commonly understood language to communicate, so do computers. If people are talking to each other in a room, chances are very high that they are speaking in a common language.

Computer networks mimic the communications methods used by human beings. This situation is not exactly a coincidence because computer networks are designed by human beings. A very common and popular language used in computer networks is the TCP/IP protocol. This protocol which is very important in developing the MSP system will be describe later in this chapter [1].

2.1.2 Transmission Control Protocol/Internet Protocol Suite (TCP/IP)

TCP and IP were developed by a Department of Defense (DOD) research project to connect a number different networks designed by different vendors into a network of networks (the "Internet"). It was initially successful because it delivered a few basic services that everyone needs (file transfer, electronic mail, remote logon) across a very large number of client and server systems. Several computers in a small department can use TCP/IP (along with other protocols) on a single LAN. The IP component provides routing from the department to the enterprise network, then to regional networks, and finally to the global Internet. On the battlefield a communications network will sustain damage, so the DOD designed TCP/IP to be robust and automatically recover from any node or phone line failure. This design allows the construction of very large networks with less central management. However, because of the automatic recovery, network problems can go undiagnosed and uncorrected for long periods of time.

As with all other communications protocol, TCP/IP is composed of layers:

- **IP** is responsible for moving packet of data from node to node. IP forwards each packet based on a four byte destination address (the IP number). The Internet authorities assign ranges of numbers to different organizations. The organizations assign groups of their numbers to departments. IP operates on gateway machines that move data from department to organization to region and then around the world.
- **TCP** is responsible for verifying the correct delivery of data from client to server. Data can be lost in the intermediate network. TCP adds support to detect errors or lost data and to trigger retransmission until the data is correctly and completely received.
- Sockets is a name given to the package of subroutines that provide access to TCP/IP on most systems [2]

2.1.3 IP Address

An IP address is an address for a station or other device on the Internet. This type of address consists of 4 bytes, which are represented as decimal values separated by periods, as in 123.45.67.89. In order to ensure uniqueness, IP addresses are assigned in part by the Internet Assigned Numbers Authority (IANA) [3].

2.1.4 Ports

While An IP address identifies a machine or other device on the Internet. An IP port identifies an application running on an Internet host machine. Unlike serial communications, where there are only four ports, there is no functional limit to the number of IP ports. This is because a port is just a number [4].

This information is contained within either the transmission control protocol (TCP) or user datagram protocol (UDP) header that immediately follows the IP header. **Table 2.1** lists common protocols and their associated port numbers [5].

Port	Protocol
20	File Transfer Protocol (FTP) (data)
21	File Transfer Protocol (FTP) (control)
25	Simple Mail Transfer Protocol (email, outgoing)
53	DNS (domain names)
80	HTTP (web)
110	Post Office Protocol 3 (email, incoming)

Table 2.1: Common protocols and their associated port numbers