

# **REAL TIME SUPPORT SYSTEM**

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partial fulfillment of the requirements for degree

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University Utara Malaysia

By

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## **ABSTRAK (BAHASA MALAYSIA)**

Dengan perkembangan pesat dalam merangkaikan komputer, setiap komputer yang dijalankan dengan cara tradisional untuk mengawasi rangkaian supaya dapat menyemak penyelarasan bagi mengawasi trafik rangkaian di dalam infrastruktur rangkaian mungkin tidak efektif dan efisien lagi dan peratusan kesilapan yang dibuat oleh manusia adalah besar.

Tujuan projek ini adalah menyampaikan sistem yang efisien dan efektif untuk menggantikan cara tradisional dalam mengawasi rangkaian. Dengan “Real Time Support System” ini, ia membolehkan orang yang terlibat dalam sumber komputer dan rangkaian khususnya “the Network Administrator” untuk mengawasi prestasi rangkaian dan membuat perubahan yang sesuai terhadap prestasi rangkaian justeru menjimatkan sumber.

Selain itu, projek ini bertujuan untuk membangun satu sistem yang berkos rendah, senang untuk menyenggara, “user-friendly window” berasaskan “Real Time Support System” untuk perusahaan kecil dan sederhana di Malaysia.

## **ABSTRACT (ENGLISH)**

With the huge grow of networked computer, the traditional way of network monitoring by walk to each computer to check the configuration may not be effective and efficient to monitor network traffic on the network infrastructure and there are highly percentages of human error.

The Project aim to deliver an efficient and effective system to replace the traditional way of network monitoring. With this Real Time Support System enable the person in charge of computer resources and networking especially the Network Administrator to monitoring the network performance and make the necessary changes to tune the network performance hence save the resources.

Beside that, this project also aims to develop a low cost, easy to maintain and user-friendly windows based Real Time Support System for Small Medium Enterprise (SMEs) in Malaysia.

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## TABLE OF CONTENTS

	<b>Page</b>
PERMISSION TO USE	i
ABSTRACT (BAHASA MALAYSIA)	ii
ABSTRACT (ENGLISH)	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	xi
LIST OF FIGURES	xii
LIST OF ACRONYMS	xv
CHAPTER 1            INTRODUCTION	1
1.1    Background	1
1.2    Definition of Small and Medium Enterprise in Malaysia	3
1.3    Problem Statement	4
1.4    Objective	6
1.5    The Significance of This Project	7
1.6    Scope And Limitation Of This Project	8
1.7    System Requirement	9
1.7.1            Hardware Requirements	9

1.7.2	Software Requirements – Application Server	9
1.7.3	Software Requirements – Workstation	10
1.7.4	Technology Requirements	10
1.8	Summary	11
CHAPTER 2	STATE OF TECHNOLOGY	12
2.1	Why Real-time Support	12
2.2	Why Real-time Support is Important	13
2.3	The Real-time Support Basic	14
2.4	Tools Provided in Windows 2000 to help the Real-time Support	15
2.4.1	Active Directory Service Interfaces (ADSI)	15
2.4.2	Windows Management Instrument (WMI)	17
2.5	The behind of Internet, TCP/IP	18
2.5.1	File Transfer Protocol	20
2.5.2	IMAP	21
2.5.3	POP3	23
2.5.4	SMTP	24
2.2.5	DNS	26
2.2.6	WWW	27
2.2.7	Telnet	28
2.6	General Requirements Of Real-time Support System	29
2.7	The Real-time Support Software Available	31



2.7.1	Big Brother	31
2.7.2	IP Ultra Monitor 2000	33
2.7.3	Servers Alive	34
2.8	Real-time Support Software in Malaysia	35
2.8.1	WhatsUp® Gold	36
2.9	Summary	39
Chapter 3	Project Methodology	40
3.1	Methodology	41
3.2	Initial Project Phase	41
3.3	System requirements Phase	42
3.4	System Analysis and Design Phase	42
3.4.1	Business Modeling With UML	42
3.4.2	Time Dimension	43
	3.4.2.1 The Inception Phase	43
	3.4.2.2 The Elaboration Phase Activities	44
	3.4.2.3 The Construction Phase	45
3.4.3	Process component dimension	46
3.5	Prototyping	46
3.5.1	Prototyping Process	47
3.6	Testing and Evaluation	48
3.7	Summary	50

Chapter 4	SYSTEM REQUIREMENTS ANALYSIS	51
4.1	Use case Diagram	51
4.1.1	Definition Of Actor	52
4.1.2	Definition Of Use Case	53
4.2	Class Diagram	54
4.3	Functional Requirements And Non-Functional Requirements	56
4.4	Summary	59
Chapter 5	A DESIGN OF NETWORK MONITORING	
	SYSTEM	61
5.1	Business Model	61
5.2	System Architecture	64
5.3	Sequence Diagram	65
5.5.1	Sequence Diagram for Monitoring Windows NT	
	Domain	65
5.5.2	Sequence Diagram for Search Workstation	66
5.5.3	Sequence Diagram for Display Services Running	67
5.5.4	Sequence Diagram for Display Processor Running	68
5.5.5	Sequence Diagram for Monitoring FTP	69
5.5.6	Sequence Diagram for Monitoring WWW	70
5.5.7	Sequence Diagram for Monitoring Telnet	71
5.5.8	Sequence Diagram for Monitoring POP3	72

5.5.9	Sequence Diagram for Monitoring SMTP	73
5.5.10	Sequence Diagram for Monitoring IMAP	74
5.5.11	Sequence Diagram for Monitoring DNS	85
5.6	State Diagram	76
5.6.1	State Diagram for Domain Logon	76
5.6.2	State Diagram for Search Computer	77
5.6.3	State Diagram for Search Services	78
5.5.4	State Diagram for Search Processor	78
5.5.5	State Diagram for Monitoring FTP	79
5.5.6	State Diagram for Monitoring WWW	79
5.5.7	State Diagram for Monitoring Telnet	80
5.5.8	State Diagram for Monitoring POP3	80
5.5.9	State Diagram for Monitoring SMTP	81
5.5.10	State Diagram for Monitoring IMAP	81
5.5.11	State Diagram for Monitoring DNS	82
5.6	Package Diagram	83
5.6.1	Package Diagram for Form Admin	84
5.6.2	Package Diagram for Form Computer	84
5.6.3	Package Diagram for Form FTP	85
5.6.4	Package Diagram for Form WWW	85
5.6.5	Package Diagram for Form POP3	86

5.6.6	Package Diagram for Form SMTP	86
5.6.7	Package Diagram for Form Telnet	87
5.6.8	Package Diagram for Form IMAP	87
5.6.9	Package Diagram for Form WWW	88
5.7	Component Diagram	89
5.8	Summary	90
CHAPTER 6	TESTING AND EVALUTION	82
6.1	Functional And Non-Functional Testing	91
6.2	Summarize	95
CHAPTER 7	CONCLUSION	96
7.1	Contribution of The Project.	96
7.2	Problem And Limitation Of The Project	98
7.3	Recommendations And Future Development	99
7.4	Summary	100
BIBLOGRAPHY		101
APPENDIX A	- List Of Surveyed Real-Time Support Application	104
APPENDIX B	- User Manual For Real-Time Support System	105

## LIST OF TABLES

Table 3.1 : Prototyping Process	47
Table 3.2 : General Description Of Testing	48
Table 4.1 : Definition of Actors	60
Table 4.2 : Description of Use Case	63
Table 4.3 : The requirements for Real-time Support System,	55
Table 6.1 : Functional requirements testing for Real-time Support System	85
Table 6.2 : Non-Functional requirements testing for Real-time Support System	87

## **LIST OF FIGURES**

Figure 2.1 : how visual basic getting and using ADSI components	16
Figure 2.2 : How the SMTP works	26
Figure 3.1 : Project Methodology Phases	40
Figure 3.2 : Use Case Model Example	44
Figure 3.3 : Sequence Diagram Example	45
Figure 4.1 : Use case diagram for Real-time Support System	52
Figure 4.2 : Class Diagram Of Real-time Support System	55
Figure 5.1 : Business Model	62
Figure 5.2 : System Architecture for Real-time Support System	64
Figure 5.3: Sequence Diagram for Monitoring Windows NT Domain	65
Figure 5.4: Sequence Diagram for Search Workstation	66
Figure 5.5: Sequence Diagram for Maintain Service running	67
Figure 5.6: Sequence Diagram for Maintain Processor Running	68
Figure 5.7: Sequence Diagram for Monitoring FTP	69
Figure 5.8: Sequence Diagram for Monitoring WWW	70
Figure 5.9: Sequence Diagram for Monitoring Telnet	71
Figure 5.10: Sequence Diagram for Monitoring POP3	72
Figure 5.11: Sequence Diagram for Monitoring SMTP	73
Figure 5.12: Sequence Diagram for Monitoring IMAP	74

Figure 5.13: Sequence Diagram for Monitoring DNS	75
Figure 5.14: State Diagram for Domain Logon	76
Figure 5.15: State Diagram for Search Computer	77
Figure 5.16: State Diagram for Search Services	78
Figure 5.17: State Diagram for Search Processor	78
Figure 5.18: State Diagram for Monitoring FTP	79
Figure 5.19: State Diagram for Monitoring WWW	79
Figure 5.20: State Diagram for Monitoring Telnet	80
Figure 5.21: State Diagram for Monitoring POP3	80
Figure 5.22: State Diagram for Monitoring SMTP	81
Figure 5.23: State Diagram for Monitoring IMAP	81
Figure 5.24: State Diagram for Monitoring DNS	82
Figure 5.25 Main Package Diagram for Real-time Support System	83
Figure 5.26: Package Diagram for Form Admin	84
Figure 5.27 : Package Diagram for Form Computer	84
Figure 5.28: Package Diagram for FTP	85
Figure 5.29: Package Diagram for WWW	85
Figure 5.30: Package Diagram for POP3	86
Figure 5.31: Package Diagram for SMTP	86
Figure 5.32: Package Diagram for Telnet	87
Figure 5.33: Package Diagram for IMAP	87

Figure 5.34: Package Diagram for DNS 88

Figure 5.35: Component Diagram For Real-time Support System 89



## **LIST OF ACRONYMS**

ADT	Active Directory
ADSI	Active Directory Service Interfaces
CIM	Common Information Model
DNS	Domain Name System
FTP	File Transfer Protocol
IMAP	Internet Message Access Protocol
IT	Information Technology
MNC	Multi National Company
NIC	Network Interface Card
OEM	Original Equipment Manufacturer
POP3	Post Office Protocol
SME	Small and Medium Enterprise
SMTP	Simple Mail Transfer Protocol
TCP/IP	Transport Protocol/ Internet Protocol
UML	Unified Modeling Language
WBEM	Based Enterprise Management
WMI	Windows Management Instrument
WWW	World Wide Web

## **Chapter 1**

### **INTRODUCTION**

This project is initiated upon the request of course TZ6996 as one of the graduate requirements of MSc (IT). The purpose of this project is to develop a Real-time Support System for the Small and Medium Enterprise (SME) in Malaysia. This Real-time Support System enable the person in charge of computer resources and networking especially the Network Administrator to monitoring the network performance and make the necessary changes to improve the network performance hence save the resources.

A prototype is developed to monitor and control the workstation under Windows NT domain, hence it provided the tools to monitor the FTP, Telnet, WWW, DNS, POP3, SMTP, and IMAP. Consequently, hardware and software requirements, scope and limitation, and the significant of this project are discussed.

#### **1.1 Background**

Network monitoring is the information collection functions of network management. Real-time Support System is created to monitor the network

The contents of  
the thesis is for  
internal user  
only

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