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Problem Log and Tracking System (PLoTS)

MOHD RIDZUAN BIN MARZUKI

This report is submitted in partial fulfillment of the requirement for Bachelor of Information Technology (Software Development)

FACULTY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA

DECLARATION

I hereby declare that this project report entitled

Problem Log and Tracking System (PLoTS)

is written by me and is my own effort and that no part has been plagiarized without citations.

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DEDICATION

To my beloved parents, my siblings Mohd Naim, Nurul Zawani, Nurul Wahida and Mohd Aimran.

ACKNOWLEDGEMENTS

One of the great pleasures during accomplish this Projek Sarjana Muda (PSM) is acknowledging the effort of many people whose work hard, cooperation, friendship and understanding.

I would like to thank to Kolej Universiti Teknikal Kebangsaan Malaysia (KUTKM) who given me an odds to complete my PSM. I would also like to thank my supervisor En. Mohd Fadzil bin Zulkifli, the lecturer of faculty of Information and Communication Technology for giving an extraordinary commitment and assistant to complete this PSM successfully. En. Ainuddin Abu Kasim is mechanical engineer for Development & Asset Management Office KUTKM. He assisted me with the ancillary materials.

A special note of thanks to all friends in Bachelor of Information Technology (Software Development) BITS student for their cooperation, supports, ideas and friendships that been given during this time.

I would also like to thank my beloved parents who have been giving me support and encourage doing their best.

ABSTRACT

PLoTS system stands for Problem Log and Tracking System that will be implementing in Pejabat Pembangunan & Pengurusan Aset KUTKM. This system will require one stop center for problem logging.

Until this moment on, all the problem being reported using the manual form. Current system applies manually. The manual system is unpractical system to be implemented. It takes more time to manage the data by using the manual system. Possibility of losing data problem is higher when using the form.

The improvement of the current system from the manual system that been used before will be computerized. Computerized system is more efficient and it takes less time to accessing the data and gives the feedback. This new system will provide higher security level for data security.

The objectives of the PLoTS system is to create a system that can assist staff to log the problem, manage the problem systematically and organized the problem arise efficiently.

The project scope will allow the user to log the problem. The system has a feature to distribute the problem reported to related department. The monitoring process for the problem status and action taken can be done.

For the project methodology, Object Oriented Analysis and Design (OOAD) are recommended method that can be used in development of the system. By using OOAD methodology, user can see how the system work, who is the user, what service the system serves for user, and others. There are 5 phase for OOAD; System Investigation, System Analysis, System Design, System Implementation and for the last phase is System Maintain and Review; it also known as Testing phase.

This project is important because once it be implemented it take less time and save cost. The monitoring process of the problem is easier to be manage and faster. The proposed system is the best way to be use because it will ease the daily work. It is hope that this system can be useful and compatible to use.

ABSTRAK

Plots ialah singkatan kepada Problem Log and Tracking System yang akan digunakan di Pejabat Pembangunan & Pengurusan Aset KUTKM. Sistem ini mengkehendaki satu pusat pengumpulan masalah.

Hingga ke masa ini, masalah yang dilaporkan mestilah dengan mengisi borang aduan Sistem yang digunapakai adalah system manual. Sistem manual adalah kurang praktikal jika diamalkan. Ini kerana lebih masa diperlukan untuk menguruskan data yang menggunakan system manual. Kebarangkalian data hilang adalah lebih tinggi jika menggunakan borang aduan.

Peningkatan daripada sistem semasa yang manual kepada sistem berkomputeran. Sistem perkomputeran adalah lebih berkesan kerana dapat mengurangkan masa untuk mengakses data dan memberi tindakbalas. Sistem yang baru akan mewujudkan peringkat keselamatan data yang lebih baik berbanding system sekarang.

Objektif system PLoTS ialah untuk menghasilkan satu system yang dapat membantu staff untuk merekodkan masalah, menguruskan masalah dengan lebih sistematik dan mengatur masalah yang wujud dengan lebih berkesan.

Skop projek ini ialah menbenarkan pengguna untuk merekodkan masalah. Sistem ini juga mempunyai fungsi untuk mencambahkan (distribute) masalah yang di laporkan kepada jabatan yang bertanggungjawab. Proses memantau status masalah dan tindakan yang diambil dapat dijalankan.

Metodologi yang digunakan ialah Object Oriented Analysis and Design (OOAD) yang akan digunakan untuk membangunkan system ini. Dengan menggunakan OOAD, pengguna dapat melihat bagaimana system beroperasi, siapakah pengguna system, apakah servis yang akan system sediakan untuk pengguna dan lain-lain. Terdapat lima fasa dalam OOAD iaitu penyiasatan system (system investigation), Analisa system (system analysis), lakaran sistem (system design), implementasi sistem (system implementation) dan fasa terakhir ialah pengekalan sistem dan semakan (system maintain and review) atau juga dipanggil pengujian sistem (system testing).

Projek ini adalah penting kerana apabila ia telah digunakan, penggunaan masa dapat dikurangkan dan kos dapat dijimatkan. Proses pemantauan masalah akan lebih mudah diuruskan dan menjadi lebih cepat. Sistem yang dicadangkan adalah yang terbaik kerana ia akan memudahkan kerja-kerja harian. Adalah diharapkan yang sistem ini berguna dan bersesuaian digunakan.

TABLE OF CONTENT

CHAPTER	SUBJECT	PAGE
	ACKNOWLEDGEMENTS	V
	ABSTRACT	VI-VII
	TABLE OF CONTENTS	VIII
	LIST OF DIAGRAM	X
	LIST OF INTERFACE	XI
	LIST OF TABLE	XI
	LIST OF ATTACHMENT	XII
CHAPTER 1	INTRODUCTION	1
	1.1 PROJECT BACKGROUND	1
	1.2 PROBLEM STATEMENTS	
	1.3 OBJECTIVE	2 3
	1.4 SCOPES	4
	1.5 PROJECT SIGNIFICANCE	5
	1.6 EXPECTED OUTPUT	6
	1.7 CONCLUSION	7
CHAPTER 2	LITERATURE REVIEW AND PROJECT	8
	METHODOLOGY	
	2.1 INTRODUCTION	8
	2.2 FACT AND FINDING	9
	2.3 PROJECT METHODOLOGY	14
	2.4 PROJECT REQUIREMENTS	15
	2.5 PROJECT SCHEDULE AND	16
	MILESTONE	
	2.6 CONCLUSION	16
CHAPTER 3		17
	3.1 PROBLEM ANALYSIS	17
	3.2 REQUIREMENT ANALYSIS	19
	3.3 SOFTWARE REQUIREMENT	47
	3.4 HARDWARE REQUIREMENT	47
	3.5 NETWORK REQUIREMENT	47
	3.6 CONCLUSION	48
CHAPTER 4	DESIGN	49
	4.1 HIGH-LEVEL DESIGN	49
	4.1.1 RAW DATA	49
	4.1.2 HIGH-LEVEL LOGICAL VIEW / ARCHITECTURE	51
	4.1.3 USER INTERFACE DESIGN	54
	4.1.4 DATABASE DESIGN	62

	4.1.5 DEPLOYMENT VIEW	63
	4.2 LOW-LEVEL DESIGN	64
	4.2.1 DETAIL DESIGN	64
	4.2.2 PHYSICAL DATABSE DESIGN	73
	4.3 CONCLUSION	78
	Glab it men ut as mass produt	70
CHAPTER 5	IMPLEMENTATION	79
	5.1 INTRODUCTION	79
	5.2 SOFTWARE DEVELOPMENT	79
	ENVIRONMENT SETUP	19
	5.3 SOFTWARE CONFIGURATION	82
	MANAGEMENT	82
	5.3.1 CONFIGURATION	82
	ENVIROMENT SETUP	02
	5.3.2 VERSION CONTROL	87
	PROCEDURE	0/
	5.4 IMPLEMENTATION STATUS	88
	5.5 CONCLUSION	89
	Interaction Hagram for vehen Taken	09
CHAPTER 6		90
	6.1 INTRODUCTION	90
	6.2 TEST PLAN	91
	6.2.1 TEST ORGANIZATION	91
		92
	6.2.3 TEST SCHEDULE	94
	6.3 TEST STRATEGY	94
	6.3.1 CLASSES OF TEST	96
	6.4 TEST DESIGN	97
	6.4.1 TEST DESCRIPTION	97
	6.4.2 TEST DATA	102
	6.5 TEST CASE RESULT	103
	6.6 CONCLUSION	104
CHAPTER 7	CONCLUSION	105
	7.1 OBSERVATION ON WEAKNESSES	105
	AND STRENGTHS	
	7.2 PROPOSITION OF IMPROVEMENT	106
	7.3 CONTRIBUTION	106
	7.4 CONCLUSION	107
	REFERRENCES	108
	APPENDICES	109

LIST OF DIAGRAM

DIAGRAM	TITLE	PAGE
Figure 3.2.1	Overview of To-be system	21
Figure 3.2.2	As-is System Modeling for current system.	22
Figure 3.2.3	Global view of use-case model	23
Figure 3.2.4	Interaction Diagram for Authentication	36
Figure 3.2.5	(primary flow) Interaction Diagram for Authentication (alternative flow)	37
Figure 3.2.6	Interaction Diagram for Log Problem (primary flow)	38
Figure 3.2.7	Interaction Diagram for Log Problem (alternative flow)	39
Figure 3.2.8	Interaction Diagram for Inspection (primary flow)	40
Figure 3.2.9	Interaction Diagram for Inspection (alternative flow)	41
Figure 3.2.10	Interaction Diagram for Action Taken	42
Figure 3.2.12	Interaction Diagram for Task Verification (primary flow)	43
Figure 3.2.14	Interaction Diagram for Assign Task (primary flow)	44
Figure 3.2.15	Interaction Diagram for Assign Task (alternative flow)	45
Figure 3.2.16	Interaction Diagram for Status	46
Figure 4.1.1	Sample form Problem Report	50
Figure 4.1.2	Open and Closed Architecture in Logical Three-Tier View	51
Figure 4.1.3	The CSCI PLoTS Packages	52
Figure 4.1.4	Class diagram for PLoTS System	53
Figure 4.1.6	Entity Relationship Diagram (ERD) for PLoTS System	62
Figure 4.1.7	Deployment view of PLoTS System	63
Figure 5.1	Three-tier Application Model	80
Figure 5.10	Sample of Software Change Request Form	88
Figure 6.1	Test Organization Diagram for PLoTS System	92
	A STATE OF THE STA	

LIST OF INTERFACE

INTERFACE	TITLE	PAGE
Figure 4.1.5.1	Problem logging form interface for staff	54
Figure 4.1.5.2	The inspection interface for an staff	55
Figure 4.1.5.3	Job distribution interface for an engineer (1)	56
Figure 4.1.5.4	Job distribution interface for an engineer (2)	57
Figure 4.1.5.5	Verification interface for a staff (1)	58
Figure 4.1.5.6	Verification interface for a staff (2)	59
Figure 4.1.5.7	Engineer form interface	60
Figure 4.1.5.8	Contractor form interface	61
Figure 5.2	Apache Server Setup program	83
Figure 5.3	InstallShield wizard for Macromedia	84
	Dreamweaver MX2004	٠.
Figure 5.4	Macromedia Dreamweaaver MX2004 end user license agreement	84
Figure 5.5	Required first & last name and the serial number	85
Figure 5.6	Setting folder to setup the installation location	85
Figure 5.7	Type of editor support by Macromedia Dreamweaver MX2004	86
Figure 5.8	The setup status to complete the installation	86
Figure 5.9	The installation finish	87
Figure 6.2	Equivalence Partitioning for Postcode	98

LIST OF TABLE

TABLE	TITLE cord Test Case	PAGE
Table 2.4	The Hardware Requirement	47
Table 4.2.1.1	Entity Class Description	64
Table 4.2.1.2	Description for Method getEngineerInfo	66
Table 4.2.1.3	Description for Method	67
	UpdateEngineerInfo	0,
Table 4.2.1.4	Description for Method logProblemInfo	67
Table 4.2.1.5	Description for Method getProblemInfo	68
Table 4.2.1.6	Description for Method setJobPerform	69
Table 4.2.1.7	Description for Method setProblemValidate	69
Table 4.2.1.8	Description for Method getProblemValidate	70
Table 4.2.1.9	Description for Method setInspectionInfo	70
Table 4.2.1.10	Description for Method setActionInfo	71
Table 4.2.1.11	Description for Method	71
	storeCorrespondenceInfo(KUTKM)	

Table 4.2.1.12	Description for Method	72
	storeCorrespondenceInfo(Contractor)	
Table 4.2.2.1	Data Dictionary Showing the Description of Entities	73
Table 4.2.2.2	Data Dictionary Showing Description of	7.4
14010 4.2.2.2	Attributes for Engineer table	74
Table 4.2.2.3	Data Dictionary Showing Description of	74
	Attributes for Problem table	/-
Table 4.2.2.4	Data Dictionary Showing Description of	75
	Attributes for Job Perform table	7.5
Table 4.2.2.5	Data Dictionary Showing Description of	75
	Attributes for Validation table	7.5
Table 4.2.2.6	Data Dictionary Showing Description of	76
	Attributes for Inspection table	A. A .
Table 4.2.2.7	Data Dictionary Showing Description of	76
	Attributes for Action table	
Table 4.2.2.8	Data Dictionary Showing Description of	76
	Attributes for KUTKM table	
Table 4.2.2.9	Data Dictionary Showing Description of	77
	Attributes for Contractor table	
Table 4.2.2.10	Data Dictionary Showing Description of	77
	Attributes for Building table	
Table 5.1	Implementation Status of PLoTS System	89
Table 6.1	Test environment of PLoTS System	93
Table 6.2	Schedule for system testing	94
Table 6.3	Test Case For Postcode	98
Table 6.4	Positive Testing Case for Specific Field	98
Table 6.5	Negative Testing Case for Specific Field	99
Table 6.6	Navigation Test Case	100
Table 6.7	Login Function Test Case	101
Table 6.8	New Record Test Case	101
Table 6.9	Update Function Test Case	102
Table 6.10	Test case result for the Login function	103
Table 6.11	Test case result for the Add function	103 mile to 103
Table 6.12	Test case result for the Update function	104

LIST OF ATTACHMENT

ATTACHMENT	TITLE	PAGE
1	Gantt Chart(1)	110
2	Gantt Chart(2)	114

CHAPTER 1

INTRODUCTION

The project is introduced in this chapter. This chapter binds together every aspect of introduction comprehensively under firm subjects.

1.1 Project background

PLoTS system stands for Problem Log and Tracking System that will be implementing in Development & Asset Management Office KUTKM. This system will require one stop center for problem logging. The problem will be track later by an engineer. After the task been assigned then the action taken will perform and the problem will be solved. Like a helpdesk system, this system will be centralized the problem log to this department.

Until this moment there is no existing system in this department. Through observation and interviews it shown that the department required a specific system for it's convenient. Nowadays all the problem being reported using the manual form.

Basically, computerization is the technology that will be use in developing this project. The aim for this project is to implement the computerize technology to replace the current system. The current system is totally applying the manual system where the filing systems are use as a storage mechanism and a single form for each report.

The process starts with a report from any KUTKM resident. The student, academic and non-academic staff also would fill the form with the required information for the problem report. Then, the staff will check up the form and take further actions.

After the reporter submitted the form, the office staff will notice the problem to the person in charge. In this case, the engineer will take this responsibility. Manually here mean that the staff writes a note or make a call to mention about the problem occurred.

1.2 Problem statement

Current system applies manually

- Today in paperless world and ICT transformation era, the manual system is unpractical system to be implemented. Working with technology is the fastest, easiest way to be practice. It is proven more practical and gives lots of benefit to the user in managing the reports. The user could access the data quicker and more manageable.
- The manual system would give some problems to the user. While using the computerized system the process will be more easily and faster. It takes more time to manage the data by using the manual system. Form will increase when time goes on. This will required more spaces to store all the papers. Sometimes

- for form searching record, it is hard to find. All this things would not happen to computerized system.
- Possibility of losing data problem is higher when using the form. If the
 computerized system is fully implemented, this possibility can be decrease. Only
 authorize person will be allow to manipulate the data in database. The data
 inserted by the user will be transfer directly to the database and saved.

Improvement of the Current System

- There are several things that have been improved based on the current system. Firstly is the manual system that been used before will be computerized.
- By computerizing the system, the management will run smoother and more
 efficient. It takes less time to accessing the data and gives the feedback. The data
 can be easily managed while some changes were made. The system flow that
 will be controlled takes less human energy. It also can reduce the mistakes that
 usually made by people.
- All the user data input will be saved automatically. It also provides a higher security level for data security. It is because each user has own access right and limitation to the system, this will protect the data from been invade.

1.3 Objective

- To create a system that can assist staff to log the whole problem reported by using a computer.
- To create a systematic and efficient system for problem log and problem tracking to be properly control.
- To develop a system that can organize problem log and the problem solution and the action taken.
- Staff also can view some information/progress (status) regarding the problem log.

User log the problem

The first user for the system is staff and the engineer as an administrator. User can perform the task to log the problem. There are three categorize of reporter which are student, academic & non academic staff and other. The reporter make a call to report about the problem the user will enter the problem detail into the system database.

Set an appointment immediately

When the problem detail is required, user needs to deal an appointment with the reporter instantly. Here, user can assign the person who will attend for the appointment based on when reporter and the staff free. This feature will ensure that not too long pending time before the problem action can be taken. When the task been assigning to some specific staff it help reduces the waiting time for the reporter before the problem being solved.

- Monitoring the problem status and action taken Problem monitoring also can be done. The user may follow up for the problem that been reported, the problem status for example.
- Problem verification

Once the action for the problem is finish, the validation task must be done. The validation is not cover for this system, it is done manually. Only the validation result will be entered through this system as data information storage for Development & Asset Management Office KUTKM.

1.5 Project significance

For this project, the benefit is for the staff and the management of Development & Asset Management Office. The staff can keep up monitors the problem related to this office consistently. By using this system, the process and procedure become more ease to the user. There is no more record form to be filled, no more paper to be stored.

This project is important because once it be implemented it take less time, save the cost for printed form and the space required to keep the form. The monitoring process of the problem is easier to be manage and faster than ever.

The proposed system is the best way to be use because it will ease the daily work, faster compared to old manual system and standardize.

1.6 Expected output

Features and function to be offered for this PLoTS system are as followed:-

- Registered user/admin for each department
 For staff (user) and engineer (admin) must be registered before login to the system. As usual, this is for authentication purpose and if they are not registered they will deny entering this system.
- Log problem
 All staff has the ability to logging the problem into the system. The problem been save in database will display the latest problem as top list of the problem.
- Set an appointment
 A staff who handles the problem log report can make an appointment deal with the reporter. The date, time, who will attend and the place will be deal with the reporter immediately.

View Problem

To check the progress/status of the problem that being report. Usually staff whose are unauthorized to manipulate the data, just looking for the information.

Problem solution

Person in charge will report or remark the action taken here. All the additional information after the first report/remark can be update later.

Update problem

To make the problem update in case the problem have to KIV (keep in view) or pending status.

Kind of data will be collect are as followed:-

- The reporter information, contact number and other details will be collect when he/she reported the problem.
- Problem detail information about the place, date and time the problem occurred, and the remark for that problem. This data will be stored into the system database.
- The action taken for each problem will be entered by the responsible staff and engineer including the time, date of action, status of the problem and the remark.

1.7 Conclusion

PLoTS system is build to Development & Asset Management Office to help in manage properly the problem being reported.

At this moment, there is no system such this that being develop. Current system applies manually, old manual system that still using form for the daily task. Nowadays the paperless world are applies all around the world. In order to keep with this new era for Information Communication and Technology (ICT) so PLoTS system is efficient and practical to implement. This web based system will be replacing the existing system today.

Until today, there is no existing system for this office likes the system (web based) that been proposed. This system can help in order to monitor and manage the problem arise efficiently and faster. It is hope that this system can be useful and compatible to use.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

Chapter Two contain several documentations such as Literature Review, Project Methodology, and Project Requirement. In this chapter, it will describe the literature review that been research, project methodology that been used in the developing the system, and project requirement that is important, needed, and necessary.

2.1 Introduction

A research has been done on intranet and web based system or known as online system. The reason of this research is to prove that the development of this system is highly recommended in this decade century. This research is also help to gain more information, and input on the subject or topic that been researched. That mean, knowledge is gain through research and study.

Generally, using an intranet, you will be able to quantify some benefits such as savings in operating cost, reduction in paperwork. The other benefits of an

intranet solution like improved customer service faster and better access to up-todate information.

Try to use web and network management tools to reduce the amount of manual work involved. To add new users provide online forms that will automatically setup the required accounts.

If done right, an intranet can enhance productivity to a great extent. A lot depends on the type of system the intranet is replacing. If an intranet solution is replacing a traditional paper based information access methodology (ex. printed manuals) the improvement in productivity will be tremendous.

People are rushing towards this technology by developing web based system as many as they can build. Web based system is a concept were system is been develop using the web language such as java script, perl, php, asp, and others. The language that been used are depends on the system that will be built and developed.

2.2 Fact and Finding

PHP and What Is It for?

PHP is quickly becoming one of the most popular server-side scripting languages for creating dynamic Web pages. PHP was created in 1994 by Rasmus Lerdorf. In 1995, Lerdorf released a package called "Personal Home Page Tools". PHP 2 featured build-in database support and form handling. In 1997, PHP 3 was released, featuring the rewritten parser, which substantially increased performance and led to an explosion in PHP use. it is estimate that over 13 million domains now use PHP. The released of PHP 4, which features the new *Zend Engine* and is considerably faster and more powerful then its predecessor, has further increased PHP's popularity. PHP 5 is currently in beta and features the *Zend Engine 2*, which provides further increases in speed and functionality.

PHP is *open-sources* technology that is supported by a large community of users and developers. Open-sources software provides developers with access to the software's source code and free redistribution rights. PHP is platform independent; implementations exist for all major UNIX, Linux and Windows operating system. PHP also support a large number of databases, including MySQL.

The power of the Web resides not only in serving content to users, but also in responding to requests from users and generating Web pages with dynamic content. Interactivity between user and the server has become a crucial part of Web functionality. While other languages can perform this function as well, PHP was written specifically for interacting with the Web.

PHP code is embedded directly into XHTML documents. PHP script file names usually end with .php. PHP processes text data easily and efficiently, enabling straightforward searching, substitution, extraction and concatenation of string. Text manipulation in PHP is usually done with regular expression – a series of characters that serve as pattern-matching template (or search criteria) in strings, text files and databases. The feature allows complex searching and string processing to be performed using relativity simple expression.

What is MySQL?

In 1994, TcX, a Swedish consulting firm, needed a fast and flexible way to access its tables. Unable to find a database server that could accomplish the required task adequately, Michael Widenius, the principle developer at TcX, decided to create his own database server. The resulting product was called *MySQL*, a robust and scalable relational database management system (RDBMS).

MySQL is a multi-user and multithreaded (i.e., allows multiple simultaneous connections) RDBMS server that uses SQL to interact with and manipulate data. A few important features include:-

a. Multithreading capabilities that enable the database to perform multiple tasks concurrently, allowing the server to process client requests efficiently.

- b. Support for various programming languages (C, C++, Java, Perl, PHP, ColdFusion, Python, etc.).
- c. Implementations of MySQL are available for Windows, Mac OS X, Linux and UNIX.
- d. Full support for functions and operators within the SELECT and WHERE clauses of an SQL query that allow users to manipulate data.
- e. The ability to access tables from different databases by using a single query, increasing the efficiency of retrieving accurate and necessary information.
- f. The ability to handle large database.

For this reason, MySQL is becoming the database of choice for many businesses, universities and individuals. MySQL is an open-source software product. The term **open source** refers to software that can be freely obtained and customized to fulfill corporate, educational or personal requirements.

Advantages of MySQL

MySQL has some advantages and disadvantages when compared to other databases. Let's take a look at some of them:

- MySQL is fast, very reliable, and easy to use. Other SQL servers are often fast and very reliable, but not very easy to use or configure. Some others are very easy to use, but neither fast nor reliable. MySQL has all these three qualities. It is also lightweight. The binary package of MySQL for Windows is only 12 MB. For comparison, Microsoft SQL Server weighs in at around 300 MB.
- MySQL is the server of choice when used with the PHP language. PHP
 provides a very strong support for MySQL, and due to its huge user base has
 been widely and thoroughly tested. Many web-hosting companies provide
 MySQL and PHP as a standard package.
- MySQL is open source. This means that users can have the sourcecode of MySQL and free to change it according to user needs. The power of having MySQL open source is; it is very helpful to have the sourcecode to fit the server to the specific needs.

- There is a very large user base for MySQL and there are a lot of online communities focused on development and help. This community has also created a number of third-party tools to help get the job done.
- The biggest advantage of MySQL is that it is free. For a free program,
 MySQL has a lot of advanced features like replication and a transactional
 system. It also runs on many platforms; MySQL can run on Windows, Linux,
 FreeBSD, Solaris, and many others.

Disadvantages of MySQL

MySQL is not perfect. Its main disadvantage is that it lacks some of the more advanced features found on commercial database systems, which are also found on some of the other free database systems, like PostgreSQL.

Macromedia Dreamweaver MX 2004 for User Interface layout.

Dreamweaver MX 2004 can insert text and font changers, as well as create more complex XHTML elements, such as tables, forms, frames and much more.

Dreamweaver is a WYSIWYG (What You See Is What You Get) editor – it renders XHTML elements exactly as a browser would.

Dreamweaver supports several scripting languages, such as ASP, ColdFusion, JSP and PHP.

Dreamweaver is a powerful tool for creating and maintaining a Web site.

Adobe Photoshop Elements: Creating Web Graphics

The most successful Web pages use both text and graphics to enhance the user's experience. The graphics design of a Web page can greatly influence the amount of time a user spends at a site.

Adobe Photoshop Elements – an easy-to-use graphics package that offers the functionality of more expensive packagers at an economical price. Graphics such as title images, banners, button and advanced photographic effects all can create using this program.