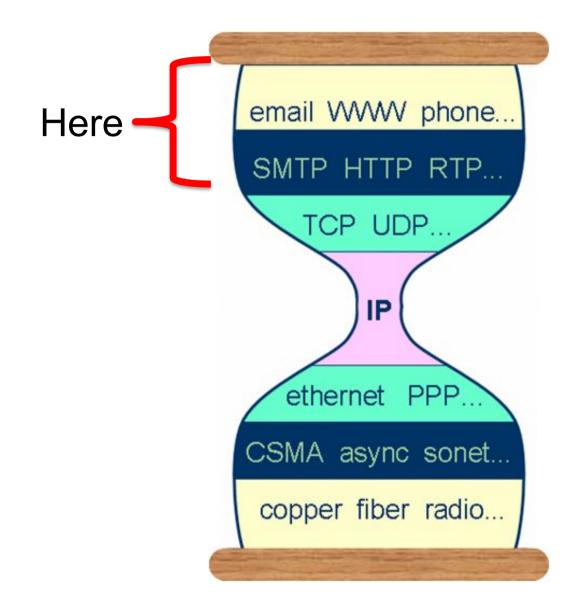
## **Chapter II: Application Layer**

UG3 Computer Communications & Networks (COMN)

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### Internet hourglass



## Some network apps

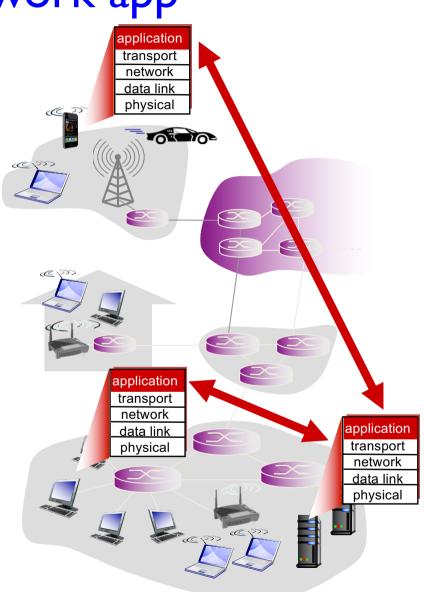
- e-mail
- web
- text messaging
- remote login
- P2P file sharing
- multi-user network games
- streaming stored video (YouTube, Hulu, Netflix)

- voice over IP (e.g., Skype)
- real-time video conferencing
- social networking
- search
- ...
- •

### Creating a network app

#### write programs that:

- run on (different) end systems
- communicate over network
- e.g., web server software communicates with browser software
- no need to write software for networkcore devices
- network-core devices do not run user applications
- applications on end systems allows for rapid app development, propagation

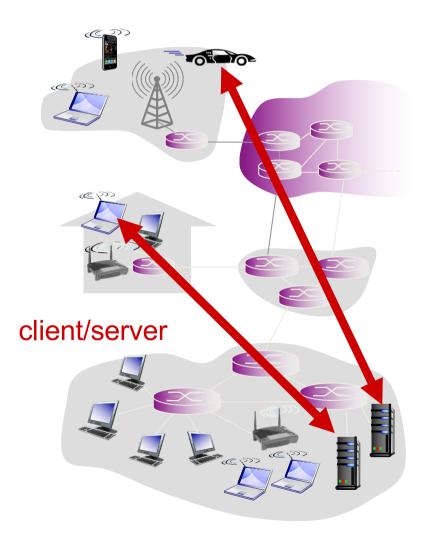


### **Application architectures**

possible structure of applications:

- client-server
- peer-to-peer (P2P)

### **Client-server** architecture



#### server:

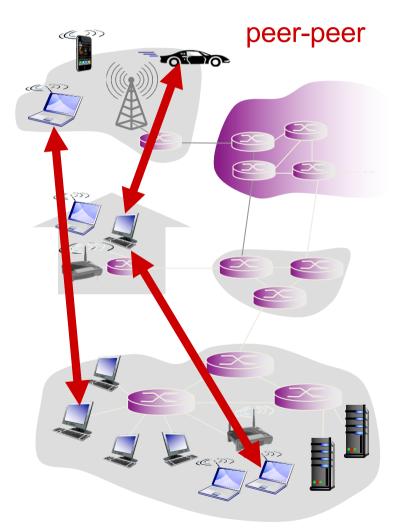
- always-on host
- permanent IP address
- data centers for scaling

#### clients:

- communicate with server
- may be intermittently connected
- may have dynamic IP addresses
- do not communicate directly with each other

## P2P architecture

- no always-on server
- arbitrary end systems directly communicate
- peers request service from other peers, provide service in return to other peers
  - self scalability new peers bring new service capacity, as well as new service demands
- peers are intermittently connected and change IP addresses
  - complex management



### **Processes communicating**

# process: program running within a host

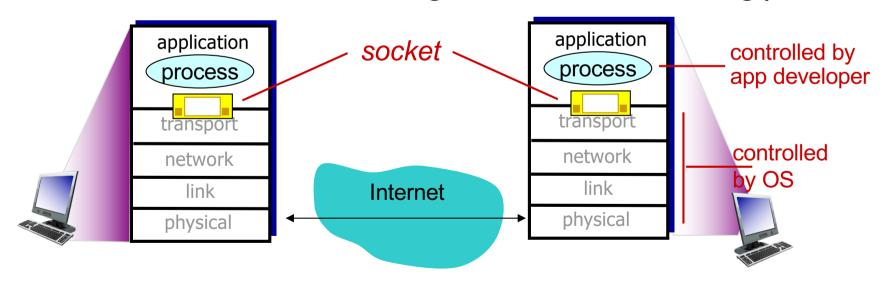
- within same host, two processes communicate using inter-process communication (defined by OS)
- processes in different hosts communicate by exchanging messages

 clients, servers
 client process: process that initiates communication
 server process: process that waits to be contacted

 aside: applications with P2P architectures have client processes & server processes

### Sockets

- process sends/receives messages to/from its socket
- socket analogous to door
  - sending process shoves message out door
  - sending process relies on transport infrastructure on other side of door to deliver message to socket at receiving process



## Addressing processes

- to receive messages, process must have identifier
- host device has unique 32bit IP address
- Q: does IP address of host on which process runs suffice for identifying the process?
  - <u>A</u>: no, *many* processes can be running on same host

- identifier includes both IP address and port numbers associated with process on host.
- example port numbers:
  - HTTP server: 80
  - mail server: 25
- to send HTTP message to www.inf.ed.ac.uk web server:
  - IP address: 129.215.33.176
  - port number: 80
- more shortly...

## App-layer protocol defines

- types of messages exchanged,
  - e.g., request, response
- message syntax:
  - what fields in messages & how fields are delineated
- message semantics
  - meaning of information in fields
- rules for when and how processes send & respond to messages

open protocols:

- defined in RFCs
- allows for interoperability
- e.g., HTTP, SMTP proprietary protocols:
- e.g., Skype

## What transport service does an app need?

#### data integrity

- some apps (e.g., file transfer, web transactions) require
   100% reliable data transfer
- other apps (e.g., audio) can tolerate some loss

#### timing

 some apps (e.g., Internet telephony, interactive games) require low delay to be "effective"

#### throughput

- some apps (e.g., multimedia) require minimum amount of throughput to be "effective"
- other apps ("elastic apps") make use of whatever throughput they get

#### security

. . .

encryption, data integrity,

#### Transport service requirements: common apps

_	application	data loss	throughput	time sensitive
	file transfer	no loss	elastic	no
	e-mail	no loss	elastic	no
W	leb documents	no loss	elastic	no
real-ti	ne audio/video	loss-tolerant	audio: 5kbps-1Mbps video:10kbps-5Mbps	
stor	ed audio/video	loss-tolerant	same as above	yes, few secs
inte	eractive games	loss-tolerant	few kbps up	yes, 100's msec
t	ext messaging	no loss	elastic	yes and no

#### Internet transport protocols services

#### TCP service:

- reliable transport between sending and receiving process
- flow control: sender won't overwhelm receiver
- congestion control: throttle sender when network overloaded
- does not provide: timing, minimum throughput guarantee, security
- connection-oriented: setup required between client and server processes

#### **UDP** service:

- unreliable data transfer between sending and receiving process
- does not provide: reliability, flow control, congestion control, timing, throughput guarantee, security, or connection setup,

<u>Q</u>: why bother? Why is there a UDP?

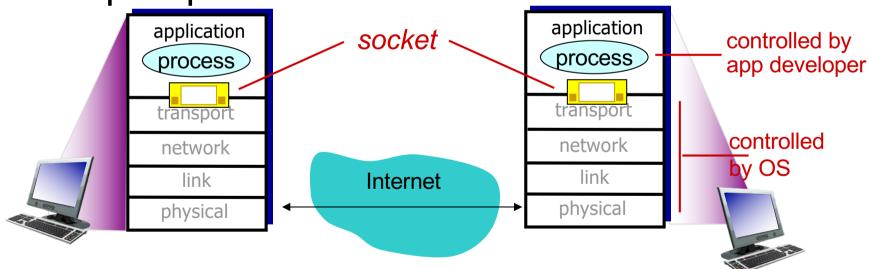
### Internet apps: application, transport protocols

_	application	application layer protocol	underlying transport protocol
	e-mail	SMTP [RFC 2821]	TCP
remote	terminal access	Telnet [RFC 854]	TCP
	Web	HTTP [RFC 2616]	TCP
	file transfer	FTP [RFC 959]	TCP
strear	ning multimedia	HTTP (e.g., YouTube), RTP [RFC 1889]	TCP or UDP
Int	ernet telephony	SIP, RTP, proprietary (e.g., Skype)	TCP or UDP

## Socket programming

goal: learn how to build network applications that communicate using sockets

socket: door between application process and end-to-end transport protocol



## Socket programming

Two socket types for two transport services:

- UDP: unreliable datagram
- TCP: reliable, byte stream-oriented

#### **Application Example:**

- I. Client reads a line of characters (data) from its keyboard and sends the data to the server.
- 2. The server receives the data and converts characters to uppercase.
- 3. The server sends the modified data to the client.
- 4. The client receives the modified data and displays the line on its screen.

## Socket programming with UDP

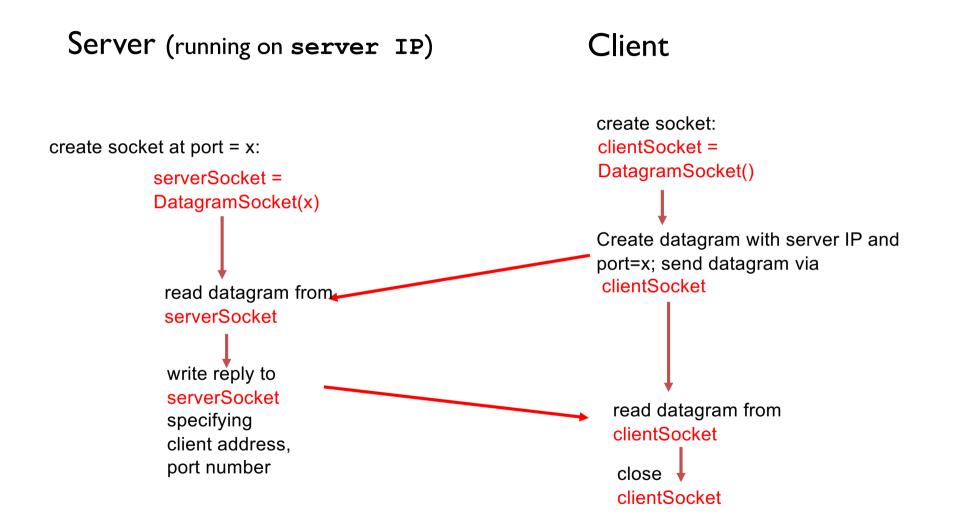
#### UDP: no "connection" between client & server

- no handshaking before sending data
- sender explicitly attaches IP destination address and port # to each packet
- rcvr extracts sender IP address and port# from received packet
- UDP: transmitted data may be lost or received out-of-order

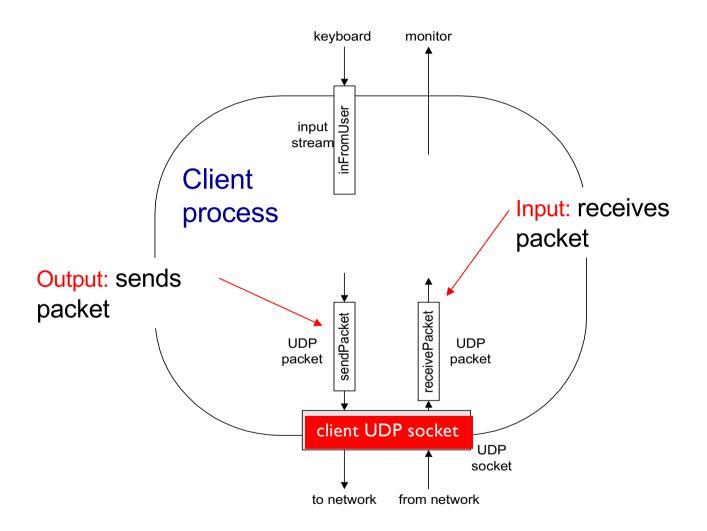
#### Application viewpoint:

• UDP provides *unreliable* transfer of groups of bytes ("datagrams") between client and server

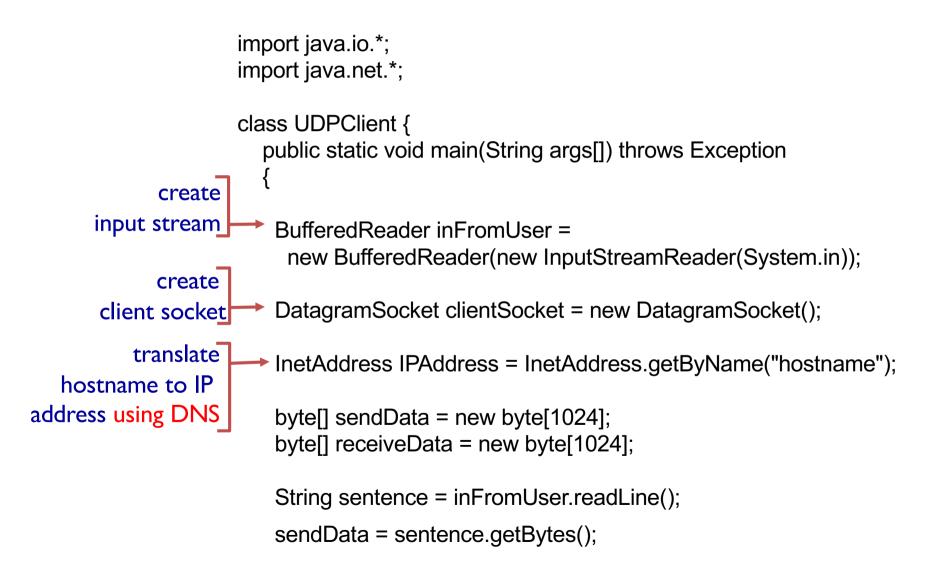
#### **Client/Server Socket Interaction: UDP**



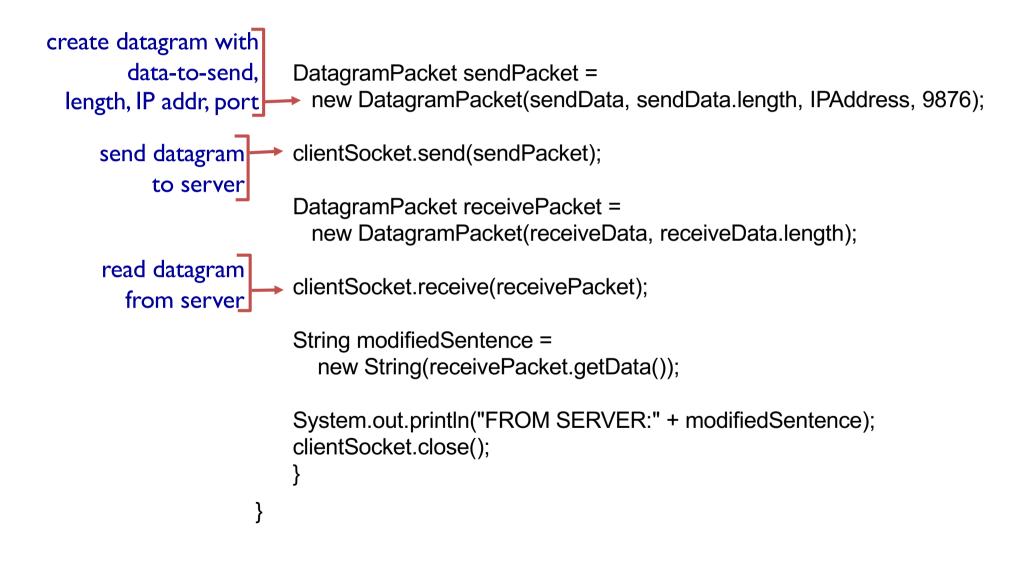
### Example: Java client (UDP)



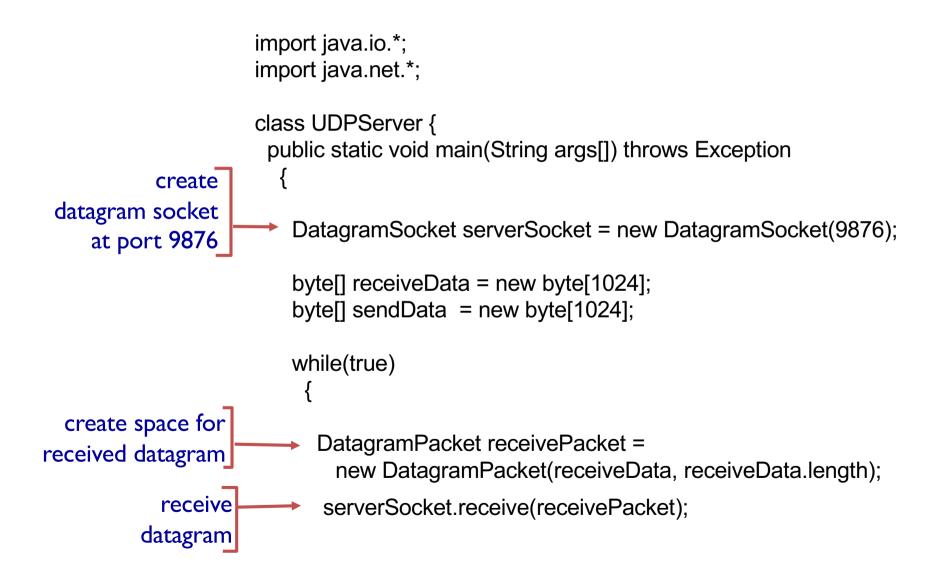
### Example: Java client (UDP)



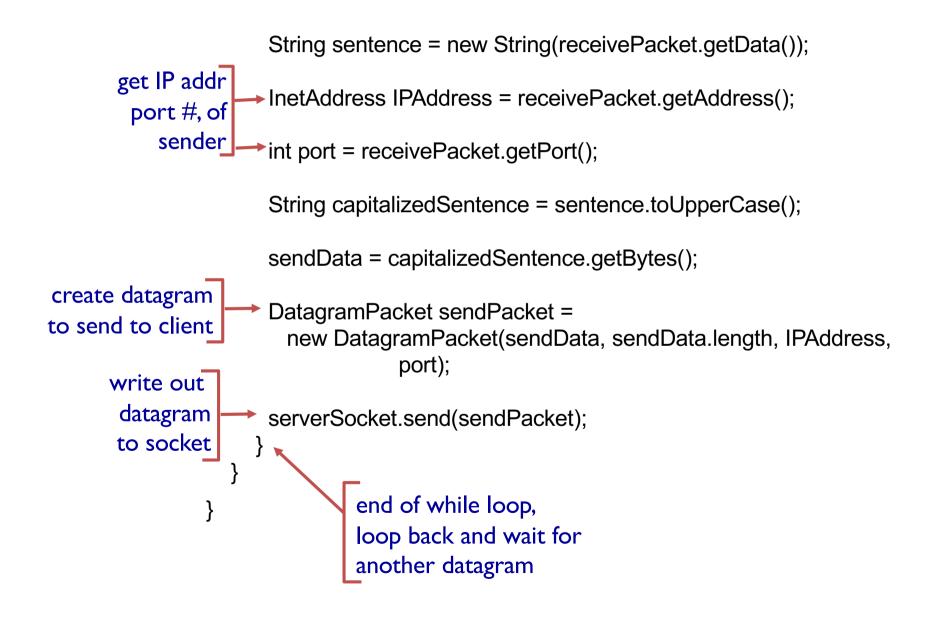
## Example: Java client (UDP), cont.



### Example: Java server (UDP)



### Example: Java server (UDP), cont



#### **Connectionless demultiplexing**

recall: created socket has host-local port #:

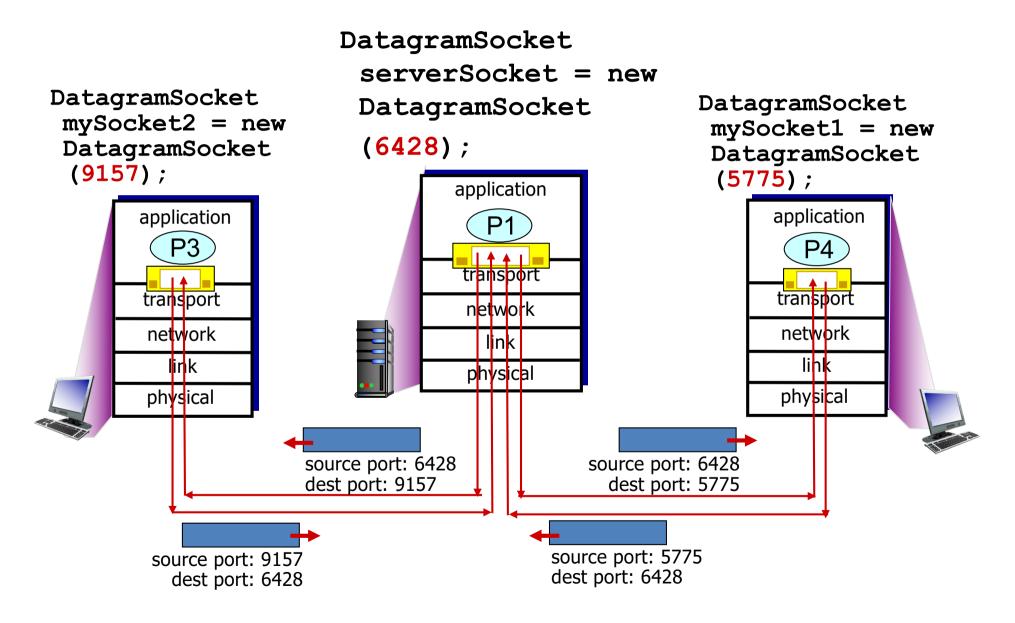
DatagramSocket mySocket I new DatagramSocket(12534);

- recall: when creating datagram to send into UDP socket, must specify
  - destination IP address
  - destination port #

- when host receives UDP segment:
  - checks destination port # in segment
  - directs UDP segment to socket with that port #

IP datagrams with same dest. port #, but different source IP addresses and/or source port numbers will be directed to same socket at dest

#### Connectionless demux: example



## Socket programming with TCP

#### client must contact server

- server process must first be running
- server must have created socket (door) that welcomes client's contact

#### client contacts server by:

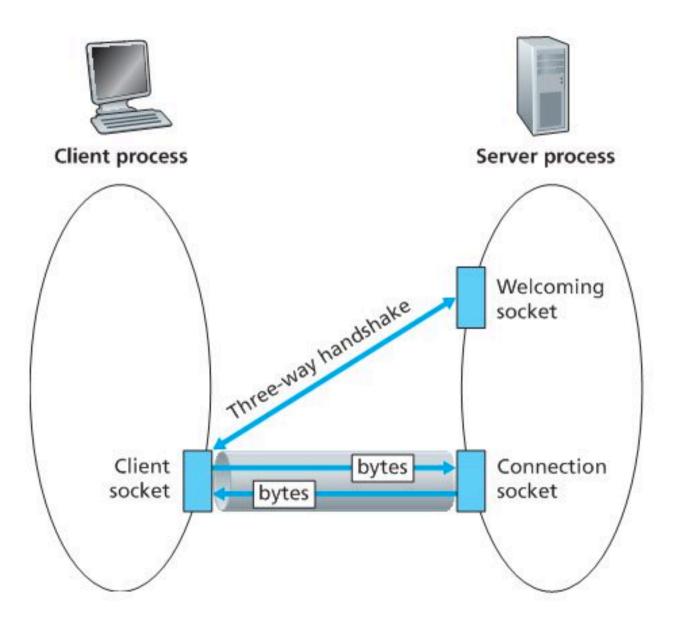
- Creating TCP socket, specifying IP address, port number of server process
- when client creates socket: client TCP establishes connection to server TCP

- when contacted by client, server TCP creates new socket for server process to communicate with that particular client
  - allows server to talk with multiple clients
  - 4-tuple (clarified shortly) used to distinguish clients

#### application viewpoint:

TCP provides reliable, in-order byte-stream transfer ("pipe") between client and server

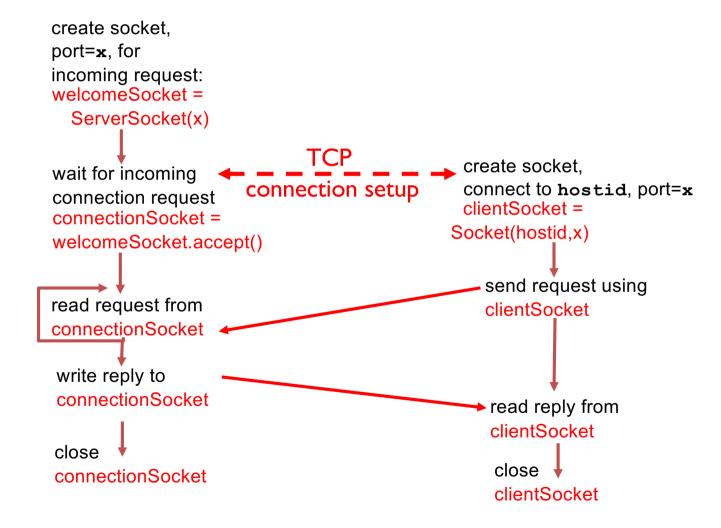
### Illustration of TCP socket in client/server



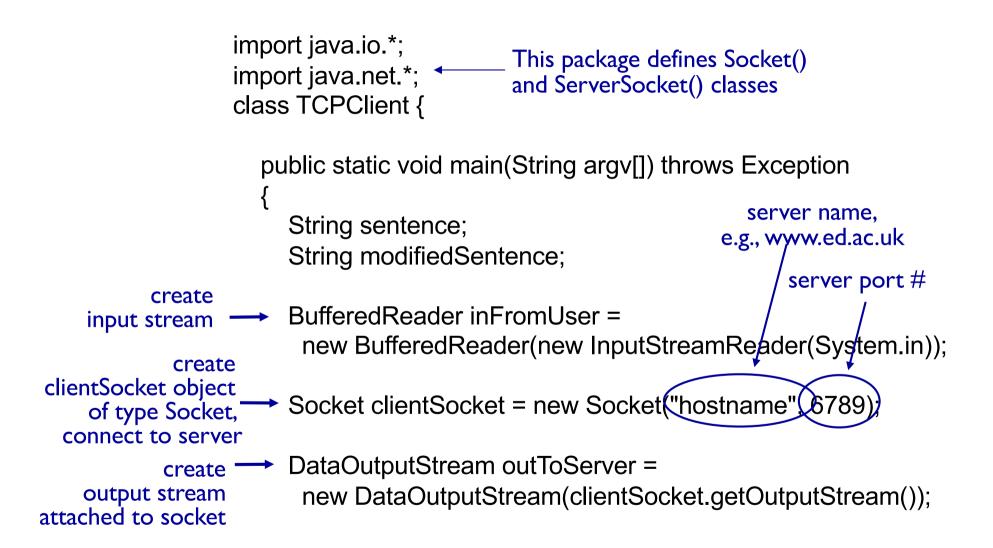
#### Client/server socket interaction:TCP

Server (running on hostid)

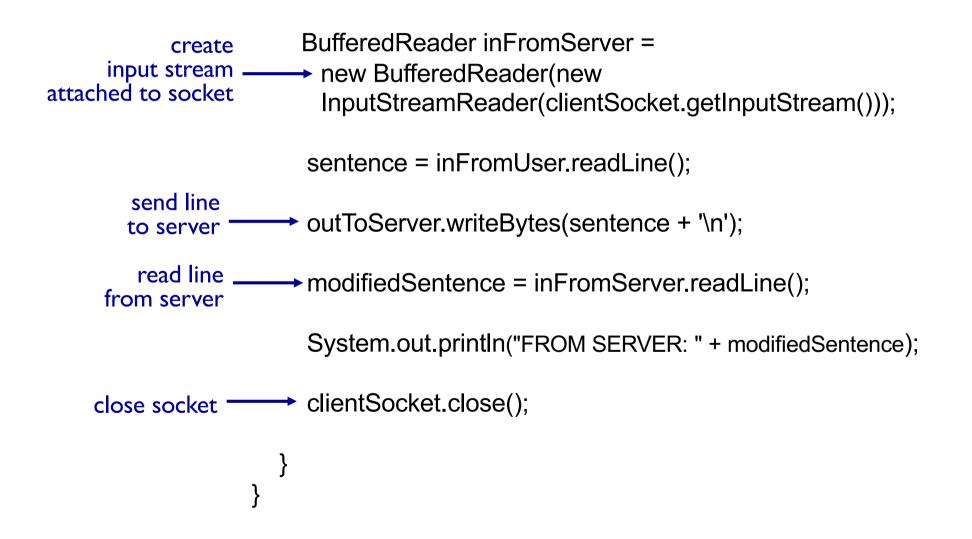
Client



### Example: Java client (TCP)



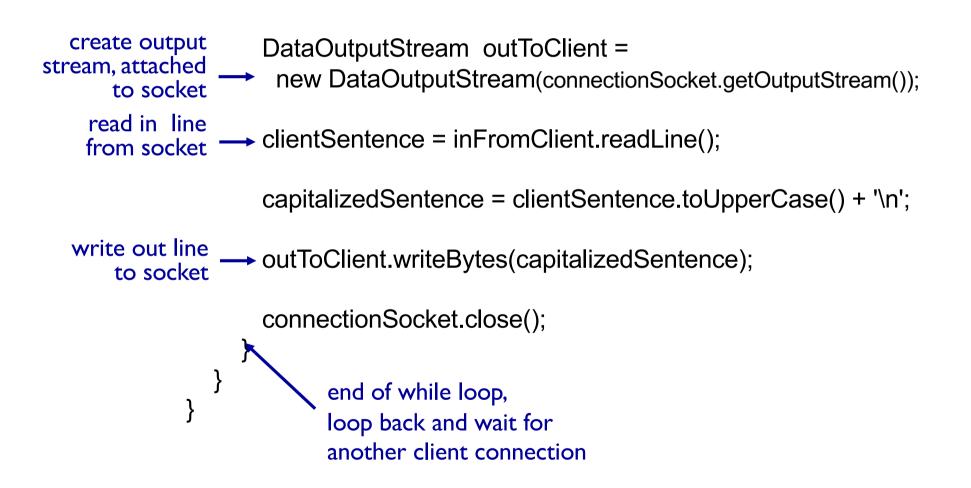
### Example: Java client (TCP), cont.



### Example: Java server (TCP)

```
import java.io.*;
                       import java.net.*;
                       class TCPServer {
                        public static void main(String argv[]) throws Exception
                           String clientSentence:
                           String capitalizedSentence;
               create
   welcoming socket
                          ServerSocket welcomeSocket = new ServerSocket(6789);
         at port 6789
                           while(true) {
     wait, on welcoming
socket accept() method
for client contact create.
                             Socket connectionSocket = welcomeSocket.accept();
   new socket on return
                              BufferedReader inFromClient =
         create input
                                new BufferedReader(new
    stream, attached
                                InputStreamReader(connectionSocket.getInputStream()));
            to socket
```

### Example: Java server (TCP), cont

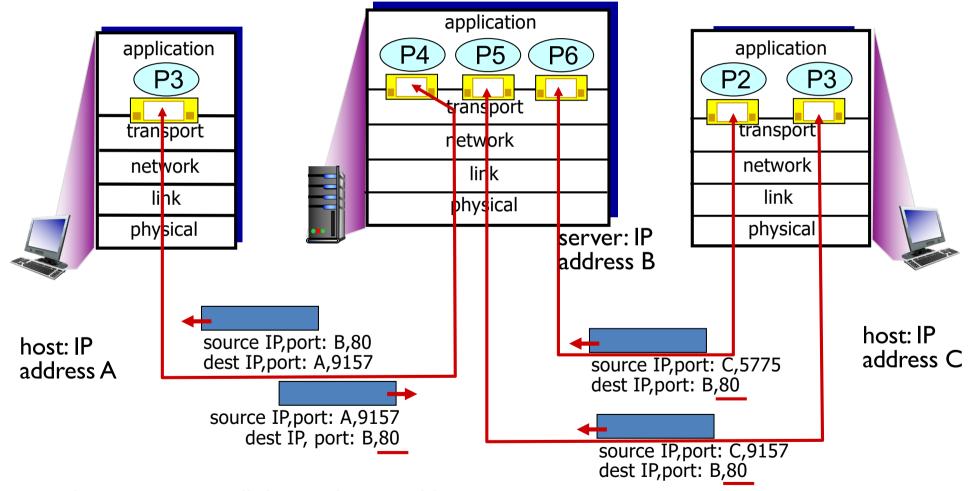


### **Connection-oriented demux**

- TCP socket identified by 4-tuple:
  - source IP address
  - source port number
  - dest IP address
  - dest port number
- demux: receiver uses all four values to direct segment to appropriate socket

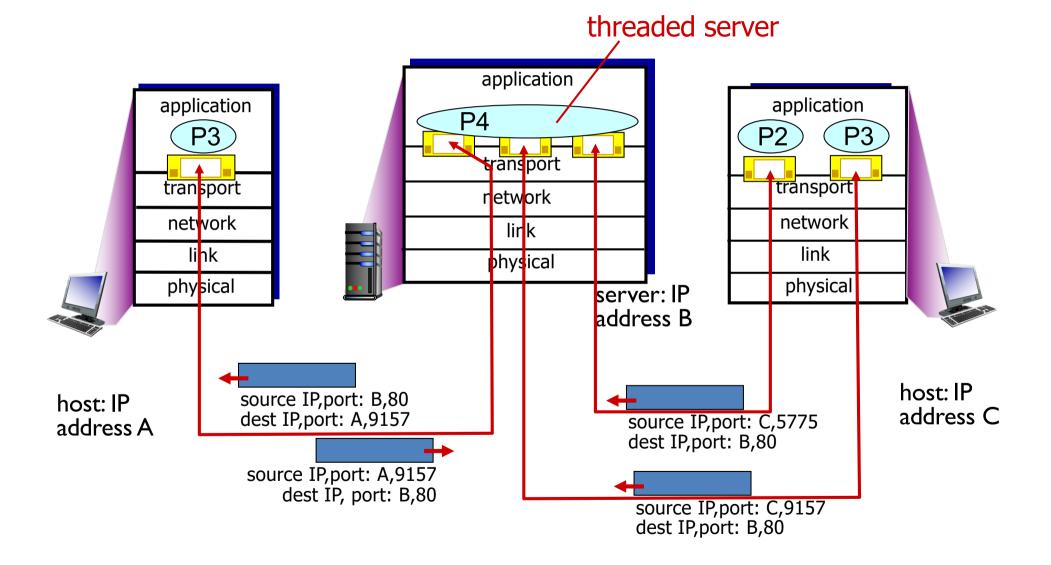
- server host may support many simultaneous TCP sockets:
  - each socket identified by its own 4-tuple
- web servers have different sockets for each connecting client
  - non-persistent HTTP (coming up shortly) will have different socket for each request

## **Connection-oriented demux: example**



three segments, all destined to IP address: B, dest port: 80 are demultiplexed to *different* sockets

## Connection-oriented demux: example



# Web and HTTP

First, a review...

- web page consists of objects
- object can be HTML file, JPEG image, Java applet, audio file,...
- web page consists of base HTML-file which includes several referenced objects
- each object is addressable by a URL, e.g.,

www.someschool.edu/someDept/pic.gif

host name

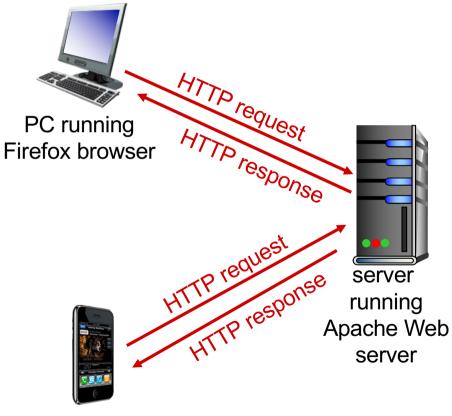
path name

```
view-source:https://www.bbc.cx
                                                                                                                                    ☆
          Secure view-source:https://www.bbc.co.uk
  <!DOCTYPE html>
1
  <!--[if lte IE 91>
2
    <html lang="en-GB" class="no-is no-flexbox no-flexboxlegacy">
  <![endif]-->
  <!--[if gt IE 9]><!-->
5
    <html lang="en-GB" class="no-js">
  <!--<![endif]-->
7
  <head>
8
      <meta http-equiv="X-UA-Compatible" content="IE=edge,chrome=1"/><script type="text/iavascript">
9
10
        var sf startpt = (new Date()).getTime();
      </script><meta content="text/html; charset=UTF-8" http-equiv="Content-Type"><meta content="The best of the BBC, with the latest news and
  headlines, weather, TV & amp; radio highlights and much more from across the whole of BBC Online" name="description"><meta content="BBC, Briti
  Broadcasting Corporation, BBCi, News, Sport, iPlayer, TV, Radio, Food, Music, Business, Arts, Bitesize, Lifestyle, Entertainment, Headlines"
  name="keywords"><meta property="og:title" content="BBC - Home"><meta property="og:type" content="website"><meta property="og:description"
  content="The best of the BBC, with the latest news and sport headlines, weather, TV & amp; radio highlights and much more from across the whole
  BBC Online"><meta property="og:site name" content="BBC Homepage"><meta property="og:locale" content="en GB"><meta property="article:author"
  content="https://www.facebook.com/bbc"><meta property="og:article:section" content="Home"><meta property="og:url" content="http://www.bbc.co.
  <meta property="oq:image" content="//homepage.files.bbci.co.uk/s/homepage-v5/2563/images/bbc homepage.png"><meta name="twitter:card"</pre>
  content="summary large image"><meta name="twitter:site" content="@bbccouk"><meta name="twitter:title" content="BBC - Home"><meta
  name="twitter:description" content="The best of the BBC, with the latest news and sport headlines, weather, TV & amp; radio highlights and muc
  more from across the whole of BBC Online"><meta name="twitter:creator" content="@bbccouk"><meta name="twitter:image:src"
  content="//homepage.files.bbci.co.uk/s/homepage-v5/2563/images/bbc homepage.png"><meta name="twitter:image:alt" content="BBC Homepage"><meta
  name="twitter:domain" content="www.bbc.co.uk"><link rel="canonical" href="https://www.bbc.co.uk" /><script type="text/javascript">(function (
  {window.bbcredirection = { geo: true };})();</script><!-- Nav Env: live -->
12 <!-- Analytics Web Module: 83 -->
13 <!-- NavID Web Module: 0.2.0-143 -->
  <!-- Searchbox Web Module: 133 -->
14
15 <!-- Promo Web Module: 0.0.0-239.4080e99 -->
16 <meta name="viewport" content="width=device-width, initial-scale=1.0"><meta property="fb:admins" content="100004154058350"><link rel="stylesh
  href="https://nav.files.bbci.co.uk/orbit/1.0.0-519.0b4da2b/css/orb-ltr.min.css"><!--[if (lt IE 9) & (!IEMobile)]>
      <link rel="stylesheet" href="https://nav.files.bbci.co.uk/orbit/1.0.0-519.0b4da2b/css/orb-ie-ltr.min.css">
17
      <![endif]--><script type="text/javascript">/*<![CDATA[*/
18
          window.orb = {
19
20
              lang: 'en',
              bbcBaseUrl: 'http://www.bbc.co.uk',
21
              staticHost: 'https://nav.files.bbci.co.uk/orbit/1.0.0-519.0b4da2b',
22
              figUrl: 'https://fig.bbc.co.uk/frameworks/fig/2/fig.js',
23
              partialCookieOvenUrl: 'https://cookie-oven.api.bbc'
24
25
          };
26
27
          document.documentElement.className += (document.documentElement.className? ' ' : '') + 'orb-js';
          window.orb.worldwideNavlinks = '<a href="http://www.bbc.com/">Home</a><a
  href="http://www.bbc.com/news">News</a><a href="http://www.bbc.com/sport/">Sport</a><li class="orb-nav-
  weather"><a href="http://www.bbc.com/weather/">Weather</a><a href="http://shop.bbc.com/">Shop</a><li
  class="orb-nav-earthdotcom"><a href="http://www.bbc.com/earth/">Earth</a><a
             BUSINESS
                                                                            FOOTBALL
                                                                                                           US & CANADA
```

# **HTTP** overview

### HTTP: hypertext transfer protocol

- Web's application layer protocol
- client/server model
  - *client:* browser that requests, receives, (using HTTP protocol) and "displays" Web objects
  - server: Web server sends (using HTTP protocol) objects in response to requests



iPhone running Safari browser

# HTTP overview (continued)

#### uses TCP:

- client initiates TCP connection (creates socket) to server, port 80
- server accepts TCP connection from client
- HTTP messages (applicationlayer protocol messages) exchanged between browser (HTTP client) and Web server (HTTP server)
- TCP connection closed

## HTTP is "stateless"

 server maintains no information about past client requests

aside

#### protocols that maintain "state" are complex!

- past history (state) must be maintained
- if server/client crashes, their views of "state" may be inconsistent, must be reconciled

# **HTTP** connections

### non-persistent HTTP

- at most one object sent over TCP connection
  - connection then closed
- downloading multiple objects requires multiple connections

### persistent HTTP

 multiple objects can be sent over single TCP connection between client and server

## Non-persistent HTTP

suppose user enters URL:
www.someSchool.edu/someDepartment/home.index

(contains text, references to 10 jpeg images)

 Ia. HTTP client initiates TCP connection to HTTP server (process) at www.someSchool.edu on port 80

2. HTTP client sends HTTP request message (containing URL) into TCP connection socket. Message indicates that client wants object someDepartment/home.index  Ib. HTTP server at host
 www.someSchool.edu waiting for TCP connection at port 80.
 "accepts" connection, notifying client

 3. HTTP server receives request message, forms *response message* containing requested object, and sends message into its socket

# Non-persistent HTTP (cont.)



4. HTTP server closes TCP connection.

5. HTTP client receives response message containing html file, displays html. Parsing html file, finds 10 referenced jpeg objects

time

6. Steps 1-5 repeated for each of 10 jpeg objects

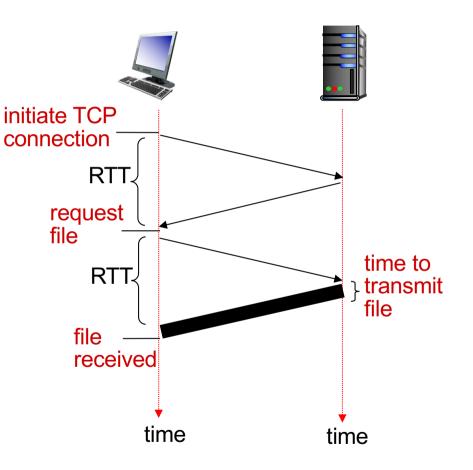
# Non-persistent HTTP: response time

RTT (definition): time for a small packet to travel from client to server and back

#### HTTP response time:

- one RTT to initiate TCP connection
- one RTT for HTTP request and first few bytes of HTTP response to return
- file transmission time
- non-persistent HTTP response time =

2RTT+ file transmission time



# Persistent HTTP

### non-persistent HTTP issues:

- requires 2 RTTs per object
- OS overhead for *each* TCP connection
- browsers often open parallel TCP connections to fetch referenced objects

### persistent HTTP:

- server leaves connection open after sending response
- subsequent HTTP messages between same client/server sent over open connection
- client sends requests as soon as it encounters a referenced object
- as little as one RTT for all the referenced objects

# HTTP request message

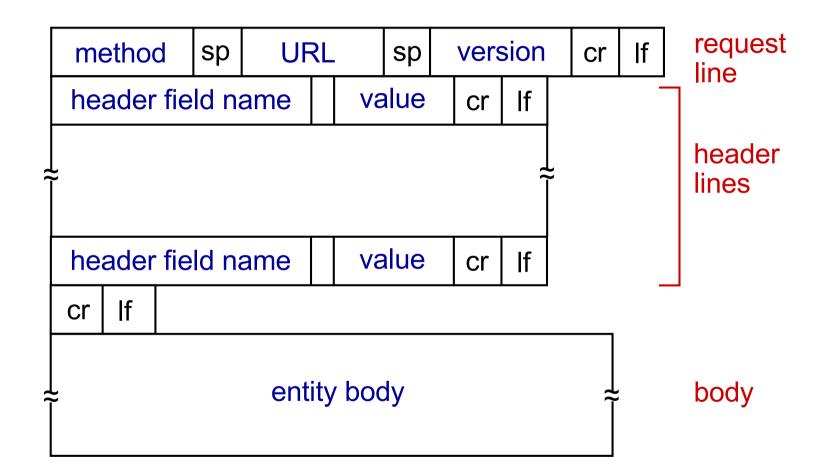
- two types of HTTP messages: request, response
- HTTP request message:
  - ASCII (human-readable format)

```
carriage return character
```

line-feed character

```
request line
(GET, POST,
                    GET /index.html HTTP/1.1r
                    Host: www-net.cs.umass.edu\r\n
HEAD commands)
                    User-Agent: Firefox/3.6.10\r\n
                    Accept: text/html,application/xhtml+xml\r\n
            header
                    Accept-Language: en-us, en; q=0.5\r\n
              lines
                    Accept-Encoding: gzip,deflate\r\n
                    Accept-Charset: ISO-8859-1, utf-8; q=0.7 \r\n
                    Keep-Alive: 115\r\n
carriage return,
                    Connection: keep-alive\r\n
line feed at start
                    r\n
of line indicates
end of header lines
```

# HTTP request message: general format



# Uploading form input

## POST method:

- web page often includes form input
- input is uploaded to server in entity body

## URL method:

- uses GET method
- input is uploaded in URL field of request line:

www.somesite.com/animalsearch?monkeys&banana

# Method types

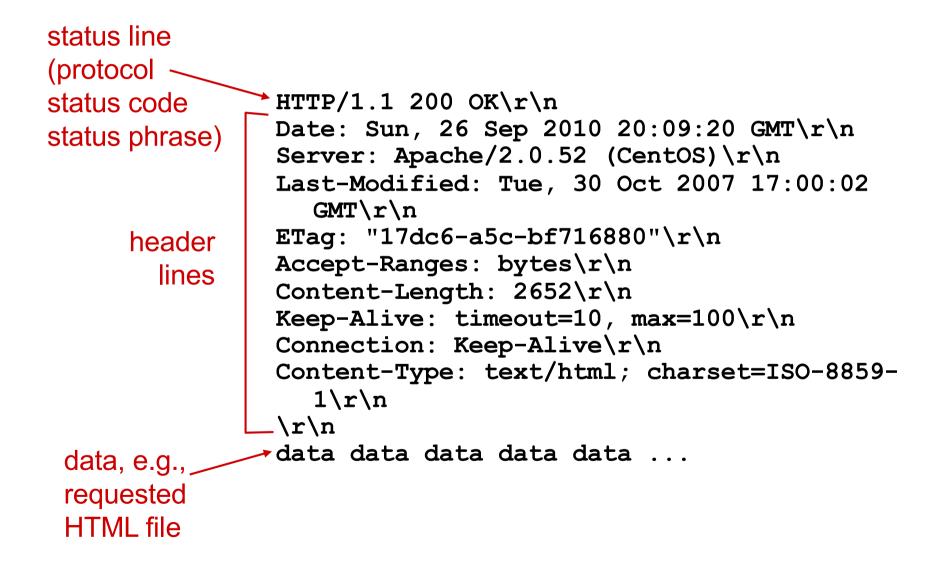
## HTTP/I.0:

- GET
- POST
- HEAD
  - asks server to leave requested object out of response

### HTTP/I.I:

- GET, POST, HEAD
- PUT
  - uploads file in entity
     body to path specified in
     URL field
- DELETE
  - deletes file specified in the URL field

## HTTP response message



# HTTP response status codes

- status code appears in 1st line in server-toclient response message.
- some sample codes:

#### 200 OK

- request succeeded, requested object later in this msg

#### 301 Moved Permanently

 requested object moved, new location specified later in this msg (Location:)

#### 400 Bad Request

request msg not understood by server

#### 404 Not Found

- requested document not found on this server

505 HTTP Version Not Supported

## User-server state: cookies

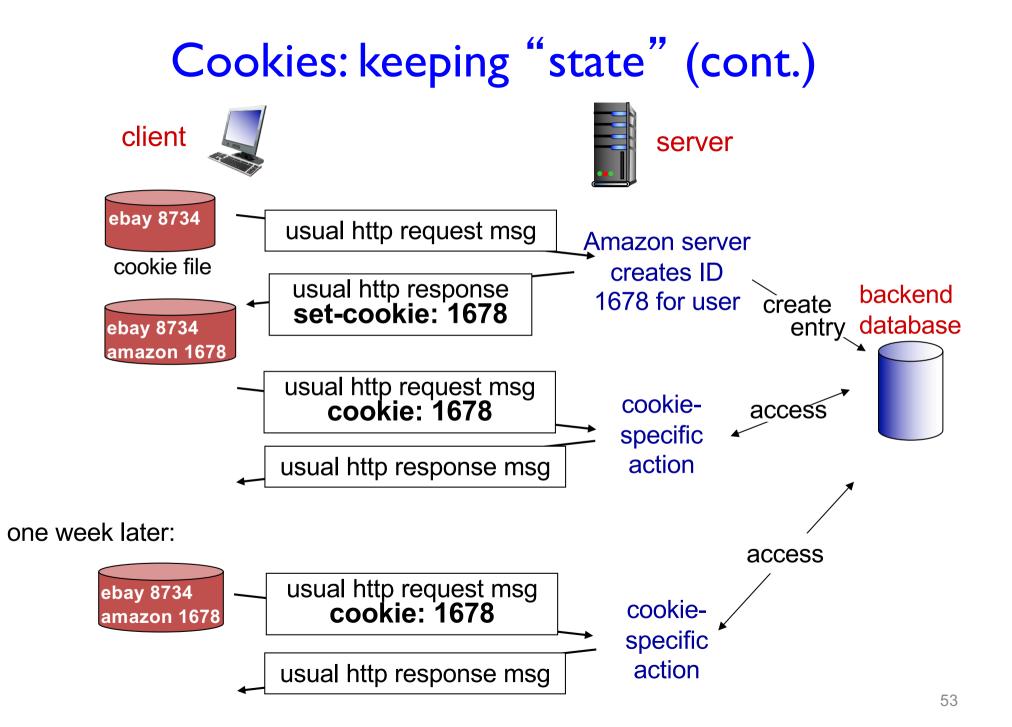
#### many Web sites use cookies

#### four components:

- I) cookie header line of HTTP *response* message
- 2) cookie header line in next HTTP *request* message
- cookie file kept on user's host, managed by user's browser
- 4) back-end database at Web site

#### example:

- Susan always access Internet from PC
- visits specific e-commerce site for first time
- when initial HTTP requests arrives at site, site creates:
  - unique ID
  - entry in backend
     database for ID



# Cookies (continued)

### what cookies can be used for:

- authorization
- shopping carts
- recommendations
- user session state (Web email)

# cookies and privacy:

- cookies permit sites to learn a lot about you
- you may supply name and e-mail to sites

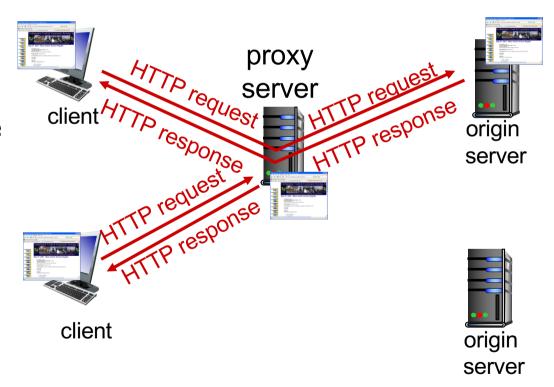
## how to keep "state":

- protocol endpoints: maintain state at sender/receiver over multiple transactions
- cookies: http messages carry state

# Web caches (proxy server)

goal: satisfy client request without involving origin server

- user sets browser:Web accesses via cache
- browser sends all HTTP requests to cache
  - object in cache: cache returns object
  - else cache requests
     object from origin
     server, then returns
     object to client



## More about Web caching

- cache acts as both client and server
  - server for original requesting client
  - client to origin server
- typically cache is installed by ISP (university, company, residential ISP)

### why Web caching?

- reduce response time for client request
- reduce traffic on an institution's access link
- Internet dense with caches: enables "poor" content providers to effectively deliver content (so too does P2P file sharing)

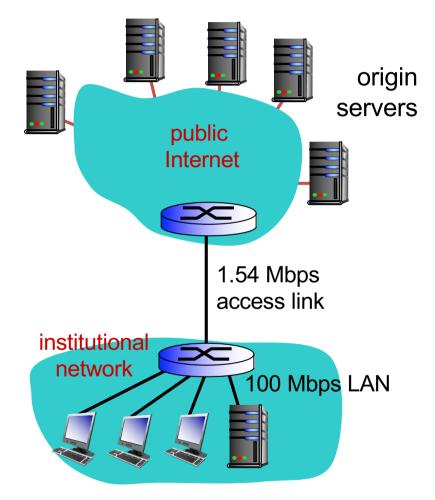
# Caching example:

#### assumptions:

- avg object size: 100K bits
- avg request rate from browsers to origin servers: 15/sec
- avg data rate to browsers: I.50 Mbps
- RTT from institutional router to any origin server: 2 sec
- access link rate: I.54 Mbps

#### consequences:

- LAN utilization: 1.5% problem!
- \* access link utilization  $\in 97\%$
- total delay = Internet delay + access delay + LAN delay
   = 2 sec + minutes + usecs



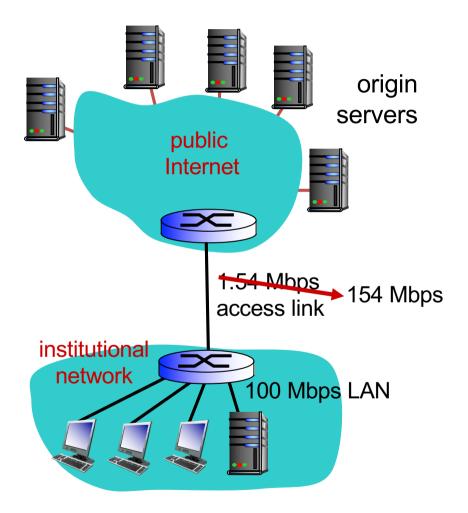
# Caching example: fatter access link

#### assumptions:

- avg object size: 100K bits
- avg request rate from browsers to origin servers: 15/sec
- avg data rate to browsers: I.50 Mbps
- RTT from institutional router to any origin server: 2 sec
- access link rate: 1.54 Mbps
   I 54 Mbps

#### consequences:

- ✤ LAN utilization: 1.5%
- $\therefore$  access link utilization = 97% 0.97%
- total delay = Internet delay + access delay + LAN delay
   = 2 sec + minutes + usecs
  - z sec + minutes + usecs msecs



Cost: increased access link speed (not cheap!)

# Caching example: install local cache

#### assumptions:

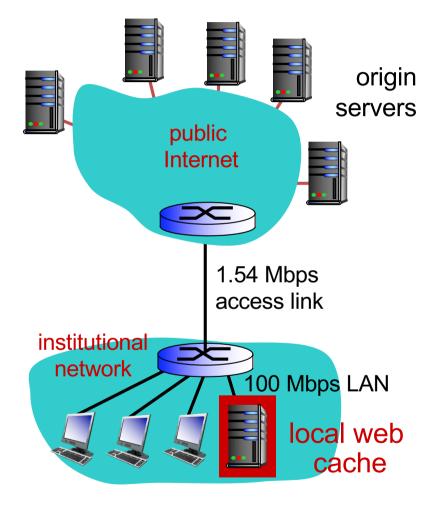
- avg object size: 100K bits
- avg request rate from browsers to origin servers: 15/sec
- avg data rate to browsers: I.50 Mbps
- RTT from institutional router to any origin server: 2 sec
- access link rate: I.54 Mbps

#### consequences:

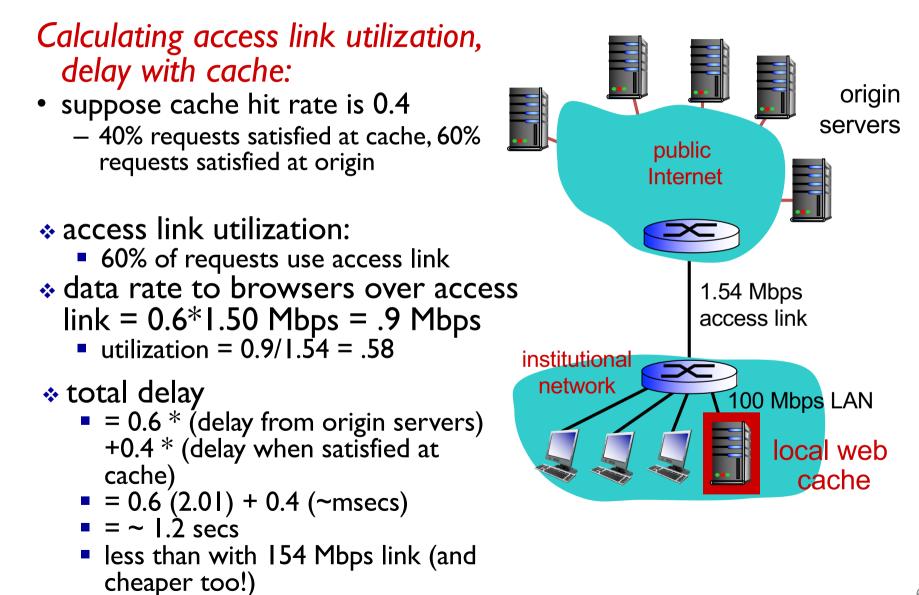
- LAN utilization: 1.5%
- access link utilization = ?
- total delay = ?

How to compute link utilization, delay?

Cost: web cache (cheap!)



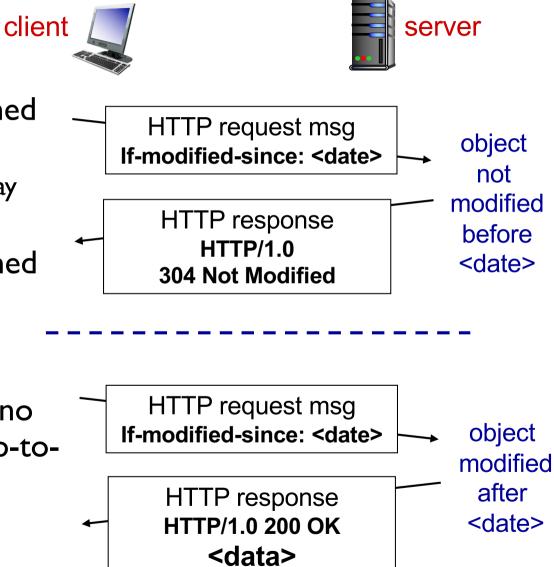
# Caching example: install local cache



# **Conditional GET**

- Goal: don't send object if cache has up-to-date cached \_ version
  - no object transmission delay
  - lower link utilization
- cache: specify date of cached copy in HTTP request
   If-modified-since: <date>
- server: response contains no object if cached copy is up-todate:

```
HTTP/1.0 304 Not
Modified
```



## DNS: domain name system

*people:* many identifiers:

– SSN, name, passport #

Internet hosts, routers:

- IP address (32 bit) used for addressing datagrams
- "name", e.g.,
   www.yahoo.com used
   by humans
- Q: how to map between IP address and name, and vice versa?

## Domain Name System:

- distributed database implemented in hierarchy of many name servers
- *application-layer protocol:* hosts, name servers communicate to *resolve* names (address/name translation)
  - note: core Internet function, implemented as applicationlayer protocol
  - complexity at network's "edge"

## DNS: services, structure

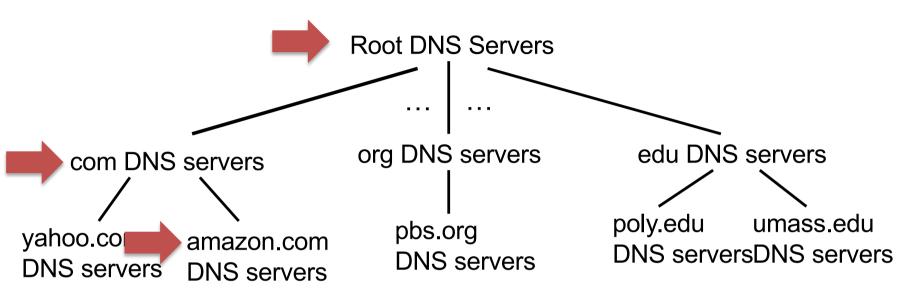
## **DNS** services

- hostname to IP address translation
- host aliasing
  - canonical, alias names
- mail server aliasing
- load distribution
  - replicated Web servers: many IP addresses correspond to one name

## why not centralize DNS?

- single point of failure
- traffic volume
- distant centralized database
- maintenance
   A: doesn 't scale!

## DNS: a distributed, hierarchical database



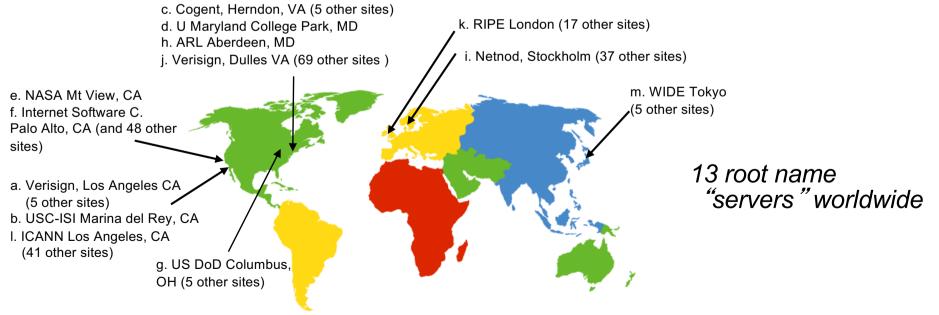
#### client wants IP for www.amazon.com; I<sup>st</sup> approx:

- client queries root server to find com DNS server
- client queries .com DNS server to get amazon.com DNS server
- client queries amazon.com DNS server to get IP address for www.amazon.com

## DNS: root name servers

- contacted by local name server that cannot resolve name
- root name server:
  - contacts TLD name server if name mapping not known
  - gets mapping

#### - returns mapping to local name server



## TLD, authoritative servers

## top-level domain (TLD) servers:

- responsible for com, org, net, edu, aero, jobs, museums, and all top-level country domains, e.g.: uk, fr, ca, jp
- Network Solutions maintains servers for .com TLD
- Educause for .edu TLD

### authoritative DNS servers:

- organization's own DNS server(s), providing authoritative hostname to IP mappings for organization's named hosts
- can be maintained by organization or service provider

## Local DNS name server

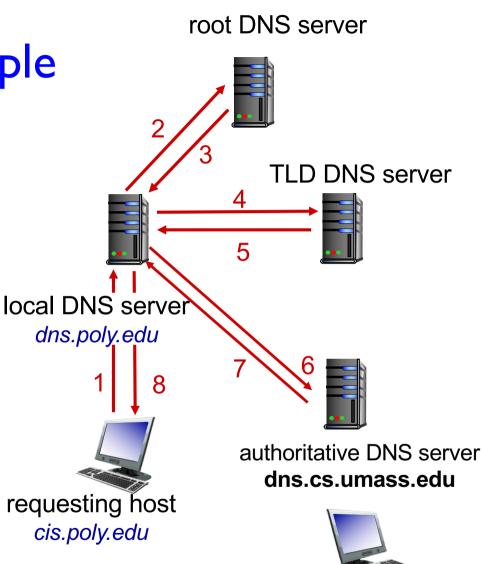
- does not strictly belong to hierarchy
- each ISP (residential ISP, company, university) has one
   also called "default name server"
- when host makes DNS query, query is sent to its local DNS server
  - has local cache of recent name-to-address translation pairs (but may be out of date!)
  - acts as proxy, forwards query into hierarchy
- Try "nslookup <domain-name>" on a DICE machine

## DNS name resolution example

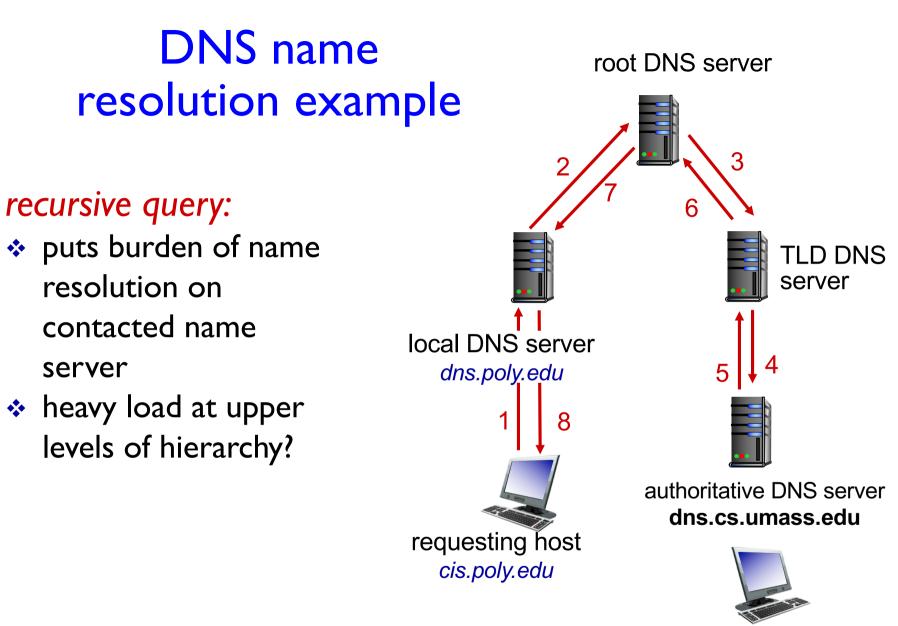
 host at cis.poly.edu wants IP address for gaia.cs.umass.edu

### iterated query:

- contacted server replies with name of server to contact
- "I don't know this name, but ask this server"



gaia.cs.umass.edu



gaia.cs.umass.edu

# DNS: caching, updating records

- once (any) name server learns mapping, it caches mapping
  - cache entries timeout (disappear) after some time (TTL)
  - TLD servers typically cached in local name servers
    - thus root name servers not often visited
- cached entries may be *out-of-date* (best effort name-toaddress translation!)
  - if name host changes IP address, may not be known Internetwide until all TTLs expire
- update/notify mechanisms proposed IETF standard
   RFC 2136

## **DNS** records

DNS: distributed db storing resource records (RR)

RR format: (name, value, type, ttl)



- name is hostname
- value is IP address

#### type=NS

- name is domain (e.g., foo.com)
- value is hostname of authoritative name server for this domain

### type=CNAME

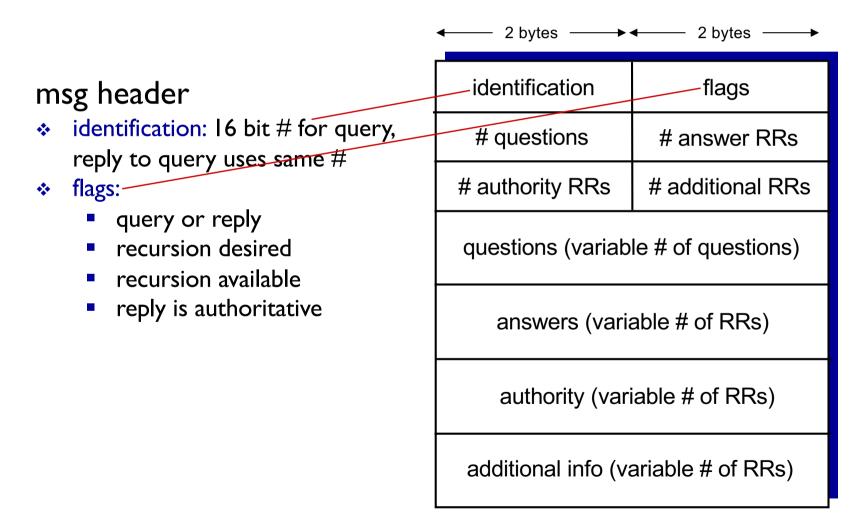
- name is alias name for some "canonical" (the real) name
- www.ibm.com is really servereast.backup2.ibm.com
- value is canonical name

### type=MX

 value is name of mailserver associated with name

# DNS protocol, messages

• query and reply messages, both with same message format



# DNS protocol, messages

✓ 2 bytes → ✓ 2 bytes →		
	identification	flags
	# questions	# answer RRs
	# authority RRs	# additional RRs
name, type fields for a query	— questions (variable # of questions)	
RRs in response to query	answers (variable # of RRs)	
records forauthoritative servers	<ul> <li>authority (variable # of RRs)</li> <li>additional info (variable # of RRs)</li> </ul>	
additional "helpful" info that may be used		

## Inserting records into DNS

- example: new startup "Network Utopia"
- register name networkuptopia.com at DNS registrar (e.g., Network Solutions)
  - provide names, IP addresses of authoritative name server (primary and secondary)
  - registrar inserts two RRs into .com TLD server: (networkutopia.com, dns1.networkutopia.com, NS) (dns1.networkutopia.com, 212.212.212.1, A)
- create authoritative server type A record for www.networkuptopia.com; type MX record for www.networkutopia.com