

如何在 CentOS 7 上安装开源 ITIL 门户 iTOP

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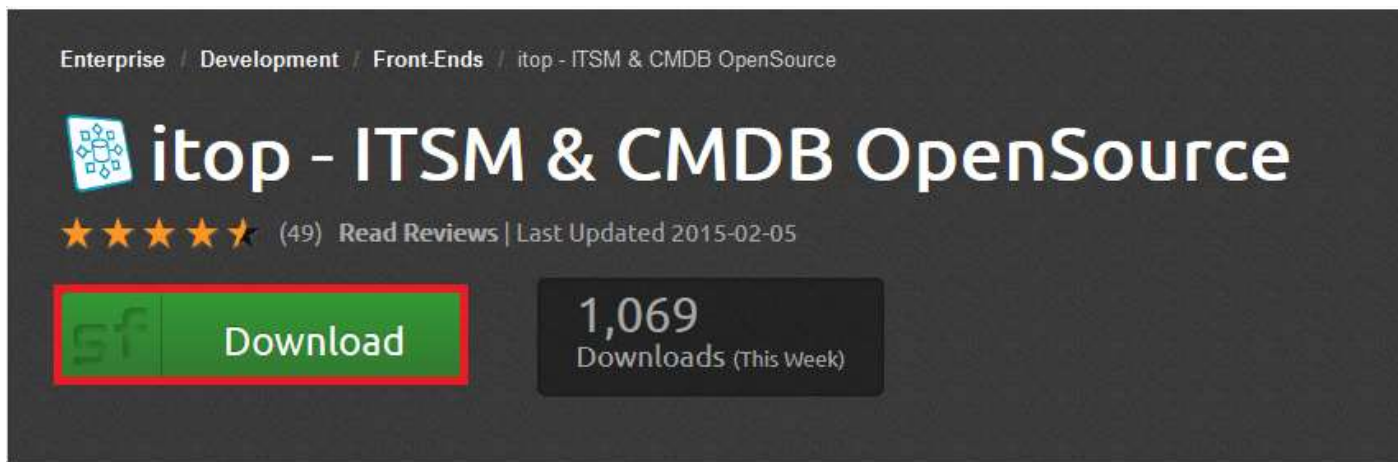
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iTOP是一个简单的基于Web的开源IT服务管理工具。它有所有的ITIL功能，包括服务台、配置管理、事件管理、问题管理、变更管理和服务管理。iTOP依赖于Apache/IIS、MySQL和PHP，因此它可以运行在任何支持这些软件的操作系统中。因为iTOP是一个Web程序，因此你不必在用户的PC端任何客户端程序。一个简单的浏览器就足够每天的IT环境操作了。

我们要在一台有满足基本需求的LAMP环境的CentOS 7上安装和配置iTOP。

下载 iTOP

iTOP的下载包现在在SourceForge上，我们可以从这获取它的官方 [链接](#)。



itop download

我们从这里的连接用wget命令获取压缩文件。

```
1. [root@centos-007 ~]# wget
   http://downloads.sourceforge.net/project/itop/itop/2.1.0/iTop-2.1.0-2127.zip
```

iTop扩展和网络安装

使用unzip命令解压到apache根目录下的itop文件夹下。

```
1. [root@centos-7 ~]# ls
2. iTop-2.1.0-2127.zip
3. [root@centos-7 ~]# unzip iTop-2.1.0-2127.zip -d /var/www/html/itop/
```

列出安装包中的内容。

```
1. [root@centos-7 ~]# ls -lh /var/www/html/itop/
2. total 68K
3. -rw-r--r--. 1 root root 1.4K Dec 17 2014 INSTALL
4. -rw-r--r--. 1 root root 35K Dec 17 2014 LICENSE
```

```
5. -rw-r--r--. 1 root root 23K Dec 17 2014 README
6. drwxr-xr-x. 19 root root 4.0K Jul 14 13:10 web
```

这些是我们可以安装的扩展。

```
1. [root@centos-7 2.x]# ls
2. authent-external itop-backup itop-config-mgmt itop-problem-mgmt itop-service-mgmt-
   provider itop-welcome-til
3. authent-ldap itop-bridge-virtualization-storage itop-datacenter-mgmt itop-profiles-
   itil itop-sla-computation version.xml
4. authent-local itop-change-mgmt itop-endusers-devices itop-request-mgmt itop-storage-
   mgmt wizard-icons
5. installation.xml itop-change-mgmt-til itop-incident-mgmt-til itop-request-mgmt-til
   itop-tickets
6. itop-attachments itop-config itop-knownerror-mgmt itop-service-mgmt itop-
   virtualization-mgmt
```

在解压的目录下，使用如下的 cp 命令将不同的数据模型从web 下的 datamodels 目录下复制到 extensions 目录，来迁移需要的扩展。

```
1. [root@centos-7 2.x]# pwd
2. /var/www/html/itop/web/datamodels/2.x
3. [root@centos-7 2.x]# cp -r itop-request-mgmt itop-service-mgmt itop-service-mgmt
   itop-config itop-change-mgmt /var/www/html/itop/web/extensions/
```

安装 iTop web界面

大多数服务端设置和配置已经完成了。最后我们安装web界面来完成安装。

打开浏览器使用ip地址或者完整域名来访问iTop 的 web目录。

```
1. | http://servers_ip_address/itop/web/
```

你会被重定向到iTOP的web安装页面。让我们按照要求配置，就像在这篇教程中做的那样。

验证先决要求

这一步你就会看到验证完成的欢迎界面。如果你看到了一些警告信息，你需要先安装这些软件来解决这些问题。



mcrypt missing

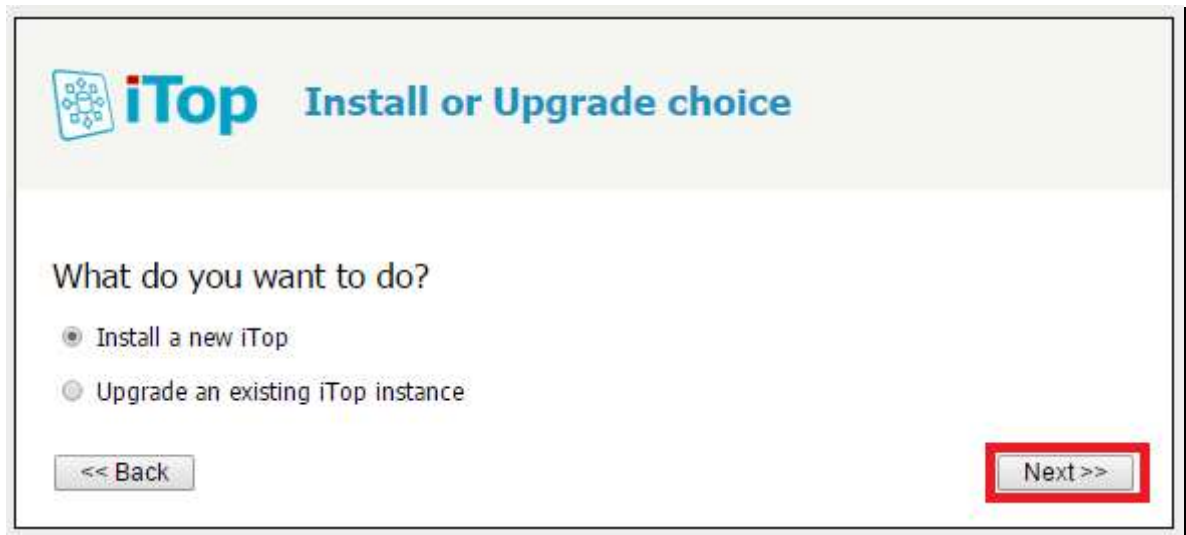
这一步有一个叫php mcrypt的可选包丢失了。下载下面的rpm包接着尝试安装php mcrypt包。

```
1. | [root@centos-7 ~]#yum localinstall php-mcrypt-5.3.3-1.el6.x86_64.rpm libmcrypt-2.5.8-9.el6.x86_64.rpm.
```

成功安装完php-mcrypt后，我们需要重启apache服务，接着刷新页面，这时验证应该已经OK。

安装或者升级 iTop

现在我们要在没有安装iTOP的服务器上选择全新安装。



Install New iTop

iTop 许可协议

勾选接受 iTOP所有组件的许可协议，并点击“NEXT”。

 **iTop** License Agreement

Licenses agreements for the components of iTop

Components of iTop

- **iTop**, © 2010-2014 Combodo SARL is licensed under the **AGPL v3 license**. ([Details](#))
- **jQuery, jQuery UI**, © the jQuery Foundation is licensed under the **MIT license**. ([Details](#))
- **The jQuery tooltip plugin**, © Craig Thompson is licensed under the **MIT license**. ([Details](#))
- **Swift Mailer**, © Fabien Potencier is licensed under the **MIT license**. ([Details](#))
- **jQuery-File-Upload**, © Sebastian Tschan is licensed under the **MIT license**. ([Details](#))
- **PHP XLSXWriter**, © Mark Jones is licensed under the **MIT license**. ([Details](#))

☒ I accept the terms of the licenses of the 6 components mentioned above.


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License Agreement

数据库配置

现在我们输入数据库凭据来配置数据库连接，接着选择如下选择创建新数据库。

 **iTop** Database Configuration

Configuration of the database connection:

Database Server Connection


Server Name:

E.g. "localhost", "dbserver.mycompany.com" or "192.142.10.23"

Login:

The account must have the following privileges on the database:
SELECT, INSERT, UPDATE, DELETE, DROP, CREATE, ALTER, CREATE
VIEW, SUPER, TRIGGER

Password:

 **Warning:** MySQL server's max_allowed_packet (1048576) is not big enough. Please, consider setting it to at least 2097652.

Database

☒ Create a new database:

☐ Use the existing database:

Use a prefix for the tables:


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DB Connection

管理员账户

这一步中我们会输入它的登录信息来配置管理员账户。

 **iTop** Administrator Account

Definition of the Administrator Account

Administrator Account

Login:

Password:

Confirm password:

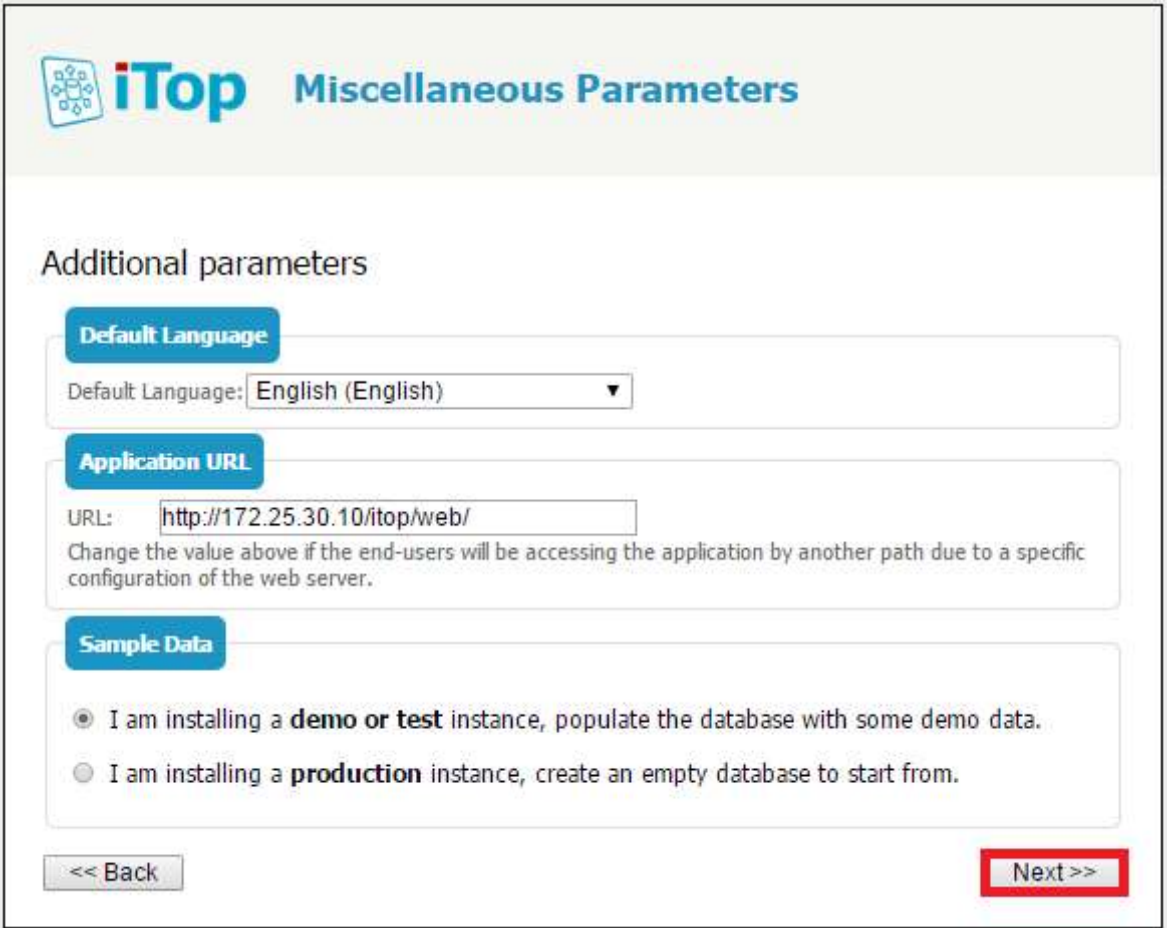
Language:

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杂项参数


让我们选择额外的参数来选择你是否需要安装一个带有演示内容的数据库或者使用全新的数据库，接着下一步。




The image shows the 'iTop Miscellaneous Parameters' configuration window. It has a title bar with the iTop logo and the text 'Miscellaneous Parameters'. Below the title bar, there's a section titled 'Additional parameters'. This section contains three main configuration areas: 1. 'Default Language' with a dropdown menu currently set to 'English (English)'. 2. 'Application URL' with a text input field containing 'http://172.25.30.10/itop/web/' and a note below it stating: 'Change the value above if the end-users will be accessing the application by another path due to a specific configuration of the web server.' 3. 'Sample Data' with two radio button options: 'I am installing a demo or test instance, populate the database with some demo data.' (which is selected) and 'I am installing a production instance, create an empty database to start from.' At the bottom of the window, there are two buttons: '<< Back' on the left and 'Next >>' on the right, which is highlighted with a red border.

iTop 配置管理

下面的选项允许你配置在iTOP要管理的元素类型，像CMDB、数据中心设备、存储设备和虚拟化这些东西在iTOP中是必须的。

 **iTop** Configuration Management options



The options below allow you to configure the type of elements that are to be managed inside iTop.

☒ **Configuration Management Core**
All the base objects that are mandatory in the iTop CMDB: Organizations, Locations, Teams, Persons, etc.

☒ **Data Center Devices**
Manage Data Center devices such as Racks, Enclosures, PDUs, etc.

☒ **End-User Devices**
Manage devices related to end-users: PCs, Phones, Tablets, etc.

☒ **Storage Devices**
Manage storage devices such as NAS, SAN Switches, Tape Libraries and Tapes, etc.

☒ **Virtualization**
Manage Hypervisors, Virtual Machines and Farms.


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Conf Management

服务管理

选择一个最能描述你的IT设备和环境之间的关系的选项。因此我们这里选择为服务提供商的服务管理。

 **iTop** Service Management options



Select the choice that best describes the relationships between the services and the IT infrastructure in your IT environment.

☒ **Service Management for Enterprises**
Select this option if the IT delivers services based on a shared infrastructure. For example if different organizations within your company subscribe to services (like Mail and Print services) delivered by a single shared backend.

☐ **Service Management for Service Providers**
Select this option if the IT manages the infrastructure of independent customers. This is the most flexible model, since the services can be delivered with a mix of shared and customer specific infrastructure devices.


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Service Management

iTop Tickets 管理

从不同的可用选项我们选择符合ITIL Tickets管理选项来管理不同类型的用户请求和事件。

 **iTop** Tickets Management options

 Select the type of tickets you want to use in order to respond to user requests and incidents.

☐ **Simple Ticket Management**
Select this option to use one single type of tickets for all kind of requests.

☒ **ITIL Compliant Tickets Management**
Select this option to have different types of ticket for managing user requests and incidents. Each type of ticket has a specific life cycle and specific fields

☒ **User Request Management**
Manage User Request tickets in iTop

☒ **Incident Management**
Manage Incidents tickets in iTop

☐ **No Tickets Management**
Don't manage incidents or user requests in iTop


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Ticket Management

改变管理选项

选择不同的ticket类型以便管理可用选项中的IT设备变更。我们选择ITTL变更管理选项。

 **iTop** Change Management options

 Select the type of tickets you want to use in order to manage changes to the IT infrastructure.

☐ **Simple Change Management**
Select this option to use one type of ticket for all kind of changes.

☒ **ITIL Change Management**
Select this option to use Normal/Routine/Emergency change tickets.

☐ **No Change Management**
Don't manage changes in iTop

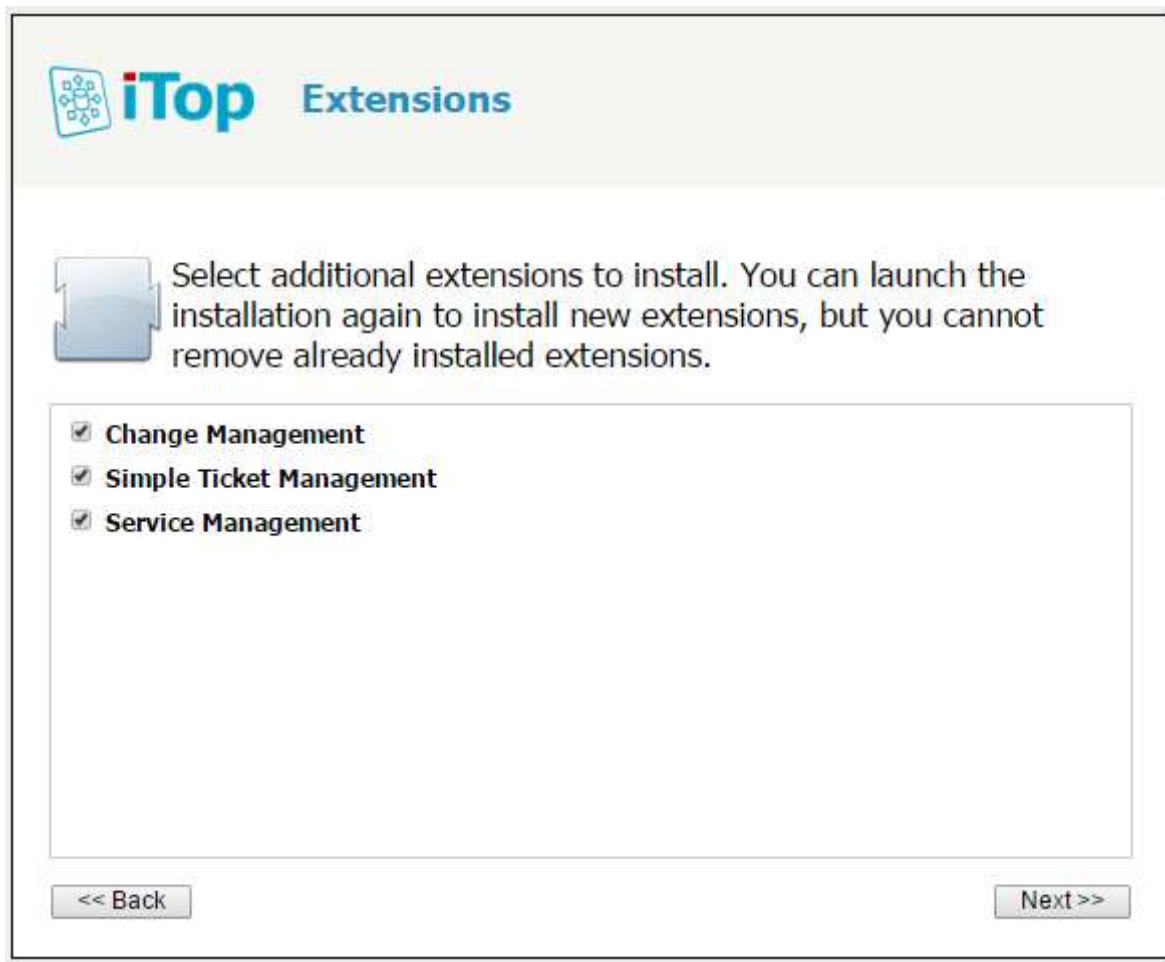
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ITIL Change

iTop 扩展

这一节我们选择额外的扩展来安装或者不选直接跳过。




iTop Extensions

准备开始web安装

现在我们开始准备安装先前选择的组件。我们也可以下拉这些安装参数来浏览我们的配置。

确认安装参数后点击安装按钮。

 **iTop** Ready to install

iTop version 2.1.0 is about to be installed into the **existing** database **itop** on the server **localhost**.

Installation Parameters

☐ Database Parameters

☐ Data Model Configuration

☐ Other Parameters

☒ Administrator Account

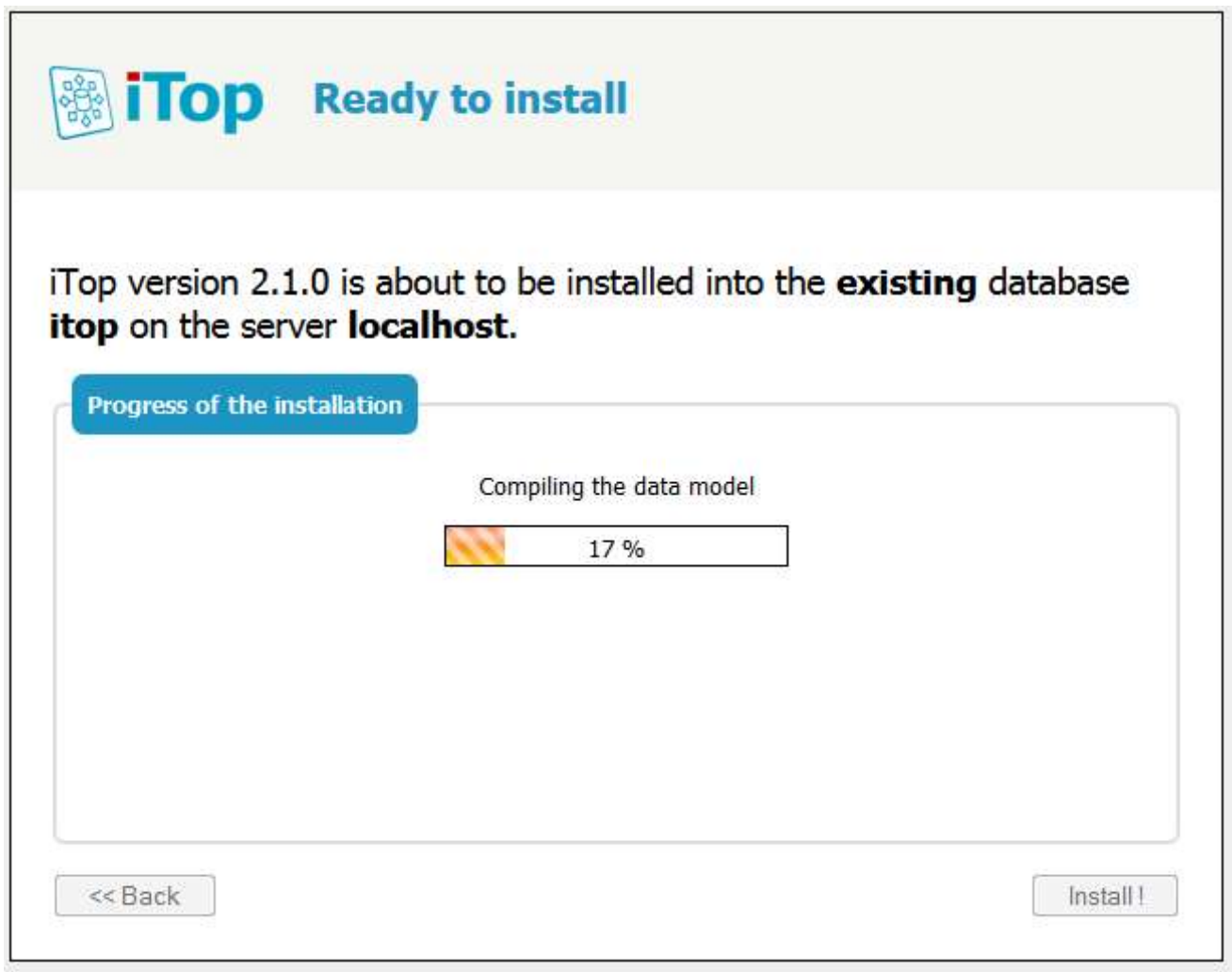
Login: admin
Password: admin123
Language: EN US

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Install !

Installation Parameters

让我们等待进度条来完成安装步骤。它也许会花费几分钟来完成安装步骤。



iTop Installation Process

iTop 安装完成

我们的iTOP安装已经完成了，只要如下一个简单的手动操作就可以进入到iTOP。



Manual operations required

In order to complete the installation, the following manual operations are required:

- ▶ [Manual instructions for Tickets Management](#)

Congratulations for installing iTop



Stay in touch with the iTop community

Get **Register now !** new features, online webinars, etc...



Be backed by the iTop experts.

Get **Professional Support** for your application, worry free upgrade and more...



Whether you **Get** get the most of your iTop installation, tailor iTop for your very own purpose or be **Training** guru...

Enter iTop

iTop Done

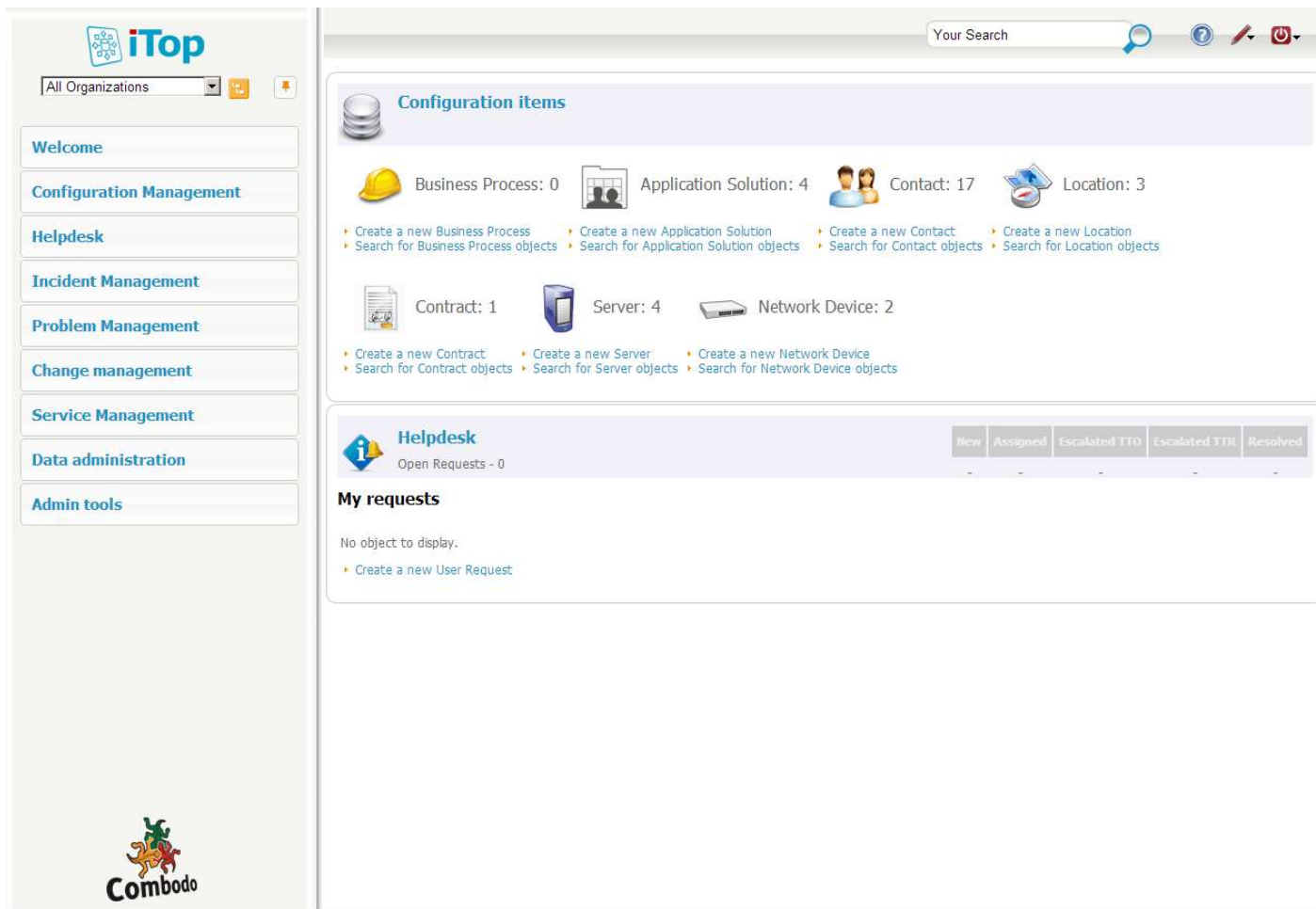
欢迎来到iTop (IT操作门户)



itop welcome note

iTop 面板

你这里可以配置任何东西，服务、计算机、通讯录、位置、合同、网络设备等等。你可以创建你自己的。事实是刚安装的CMDB模块是每一个IT人员的必备模块。



iTop Dashboard

总结

iTOP是一个最棒的开源桌面服务解决方案。我们已经在CentOS 7上成功地安装和配置了。因此，iTOP最强大的一方面是它可以很简单地通过扩展来自定义。如果你在安装中遇到任何问题欢迎评论。

via: <http://linuxide.com/tools/setup-itop-centos-7/>

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