**Installation**

Step - 1: Update System and Install Mysql server and client

apt update

apt list --upgradable

apt upgrade

apt-get update

apt-get install mysql-server mysql-client

Step - 2:

mysql -u root -p

\*\*Enter the password

Step - 3: Enter the following in the mysql console:

CREATE DATABASE itop CHARACTER SET UTF8 COLLATE UTF8\_BIN;

CREATE USER 'itop'@'%' IDENTIFIED BY 'Admin@123';

GRANT ALL PRIVILEGES ON itop.\* TO 'itop'@'%';

FLUSH PRIVILEGES;

quit;

Step - 4: Installing Apache on Ubuntu Linux with PHP

apt-get update

sudo apt-get install apache2 php-mysql libapache2-mod-php mysql-server

service apache2 restart

apt-get install php-mysql php-mcrypt php-ldap php-soap php-json

apt-get install php-mysql php-ldap php-soap php-json

(if php-mcrypt throws an error, then run the below command otherwise ignore it)

apt-get install php-mbstring

Step - 5: update database and edit some configuration in php.ini file

apt install locate

updated

locate php.ini

vi /etc/php/7.4/apache2/php.ini

Configuration File:

file\_uploads = On

max\_execution\_time = 300

memory\_limit = 256M

post\_max\_size = 32M

max\_input\_time = 60

max\_input\_vars = 4440

date.timezone = Asia/Kolkata

Step - 6: Restart and check the apache service

service apache2 restart

service apache2 status

Step - 7: Installing iTOP on Ubuntu Linux

apt-get install unzip software-properties-common

cd /tmp

wget https://sourceforge.net/projects/itop/files/latest/download

unzip download

Step - 8: The extracted directory will be named as web, now execute the following commands:

mkdir -p /var/www/html/mctsm

mv /tmp/web/\* /var/www/html/mctsm/

cd /var/www/html/mctsm

#mkdir conf data env-production env-production-build log

chown www-data:www-data /var/www/html/mctsm/\* -R  
  
sudo apt install curl php-gd php-xml php-curl  
sudo apt-get install php-zip

Step - 9: Now Open your ip in the browser with /mctsm and do the further installation in the UI

link - <your\_ip>/mctsm

Step - 10: Configuration of database:

Server Name - localhost

Login - itop

password - Admin@123

(Press enter after the entering these credentials)

Use existing database

Step - 11: Next, Installing for Production instance, Next

Step - 12: Check -> Service Management for Enterprise

Step - 13: Select ITIl compliance Tickets Management with all three check boxes within the same.

Step - 14: Select ITIL Change Management, Select all after the next,

Step - 15: Install

Your Installation is now complete

**Create Service Management**

1. Create Organization

Go to Data administration -> Organizations -> Create New

1. Create User

Go to Configuration Management -> Contacts -> Select Persons -> Create User

1. Create Team, Add Member to Team

Go to Configuration Management -> Contacts -> Select Team -> Create New Team

1. Create Service contract

Go to Service Management-> Customer Contracts -> Create Contract

1. Create Service Family

Go to Service Management-> Service Family-> Create Service Family

1. Create Service

Go to Service Management-> Services -> Create New Services

1. Create Service Subcategory in Service Management
2. Create a Service Delivery Model in Service Management
3. Add Support Member to delivery Model
4. Create ITOP User for software login

Go to Administration -> User Profiles -> Create Users

1. Add Permission Profile to iTop user
2. Email Notification Setup
3. Create Trigger
4. Create action
5. Dashboard Design
6. User Preference.