itop安装指南

2018年5月25日 18:15

环境说明 ：

操作系统centos 7、itop版本 iTop-2.5.1-4123、数据库：mariadb

iTop 2.5只支持PHP5.6以上版本，本例安装的是php72w版本

1、在官网下载iTOP：https://jaist.dl.sourceforge.net/project/itop/itop/2.5.1/iTop-2.5.1-4123.zip

2、安装lamp及相关软件

```
yum -y install epel-release
rpm -Uvh https://mirror.webtatic.com/yum/el7/webtatic-release.rpm
yum -y install httpd  graphviz unzip mod_ssl mariadb-server php72w php72w-gd php72w-mysqlnd php72w-imap php72w-soap php72w-ldap php72w-mbstring  php72w-mcrypt php72w-mcrypt-devel php72w-pecl-zendopcache php72w-xml
```

3、开启防火墙、关闭SELinux

```
firewall-cmd --permanent --add-service=http
firewall-cmd --permanent --add-service=https
firewall-cmd --reload
vi /etc/selinux/config
#修改为SELINUX=disabled，重启后生效
SELINUX=disabled
```

4、创建PHP会话目录，配置目录权限。

```
mkdir -p /var/lib/php/session
chown -R apache:apache /var/lib/php/session/
```

5、启动httpd、mariadb服务

```
systemctl start httpd
systemctl start mariadb
systemctl enable httpd
systemctl enable mariadb
```

6、创建数据库、创建库用户、用户授权、修改数据配置

```
create database itop DEFAULT CHARACTER SET utf8;
create user itop@localhost identified by 'itop';
grant all privileges on itop.* to itop@'localhost' identified by 'itop';
update mysql.user set Create_routine_priv='Y' where user='itop';
flush privileges;

exit
vi /etc/my.cnf
 max_allowed_packet=1048576
```

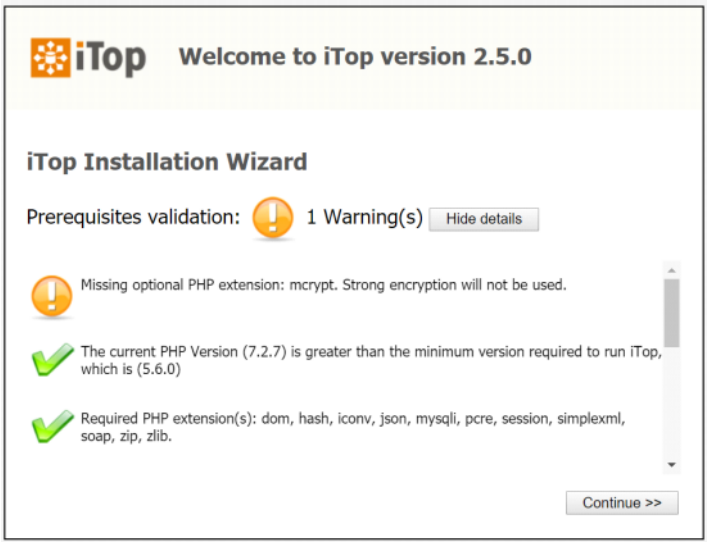
7、上传iTop网站程序 /var/www/iTop目录(通过xftp或者直接在此目录wget)

```
mkdir -p /var/www/html/{conf,data,log,env-production}
chown -R apache:apache /var/www/html
chmod 777 /var/www/html/*
cd /var/www/html
unzip iTop-2.5.0-3935.zip
mv /var/www/html/web/*  /var/www/html
```

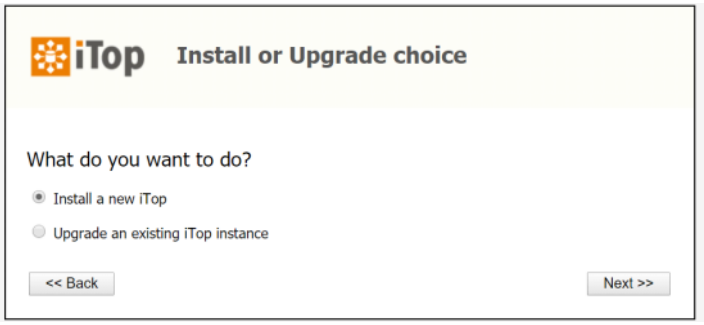
8、WEB安装过程：

浏览器打开 http://IP/setup/

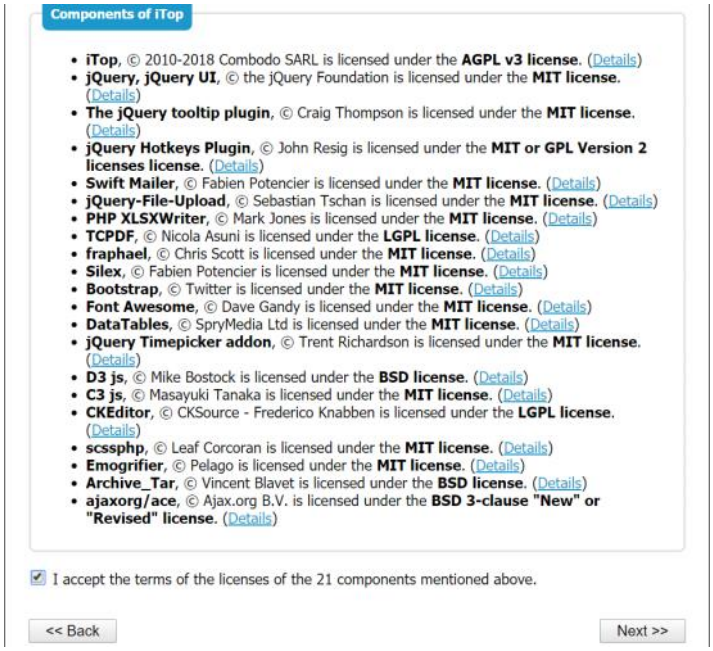
环境检查，警告可以忽略,但如何处理这个警告还有等研究，因为安装的时候没有找到php72w-mcrypt模块



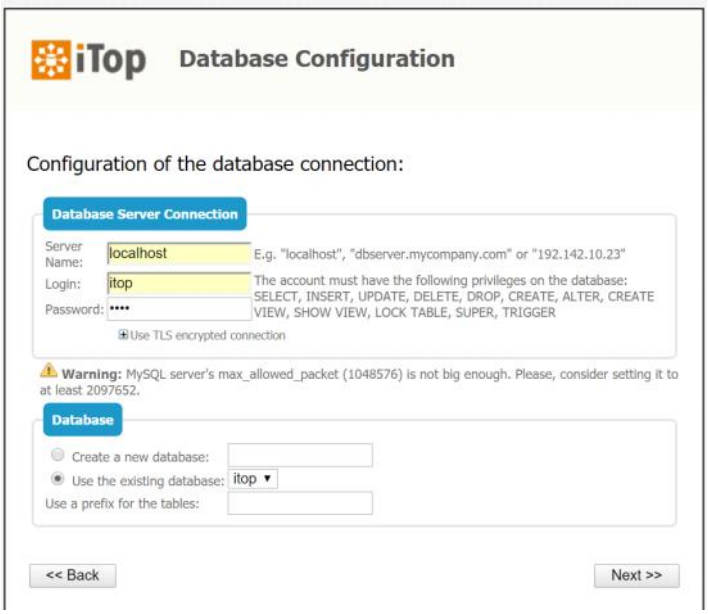
点击安装模式，全新安装还是升级安装



接受Licenses



配置数据库



设置管理员密码

设置URL和安装模式

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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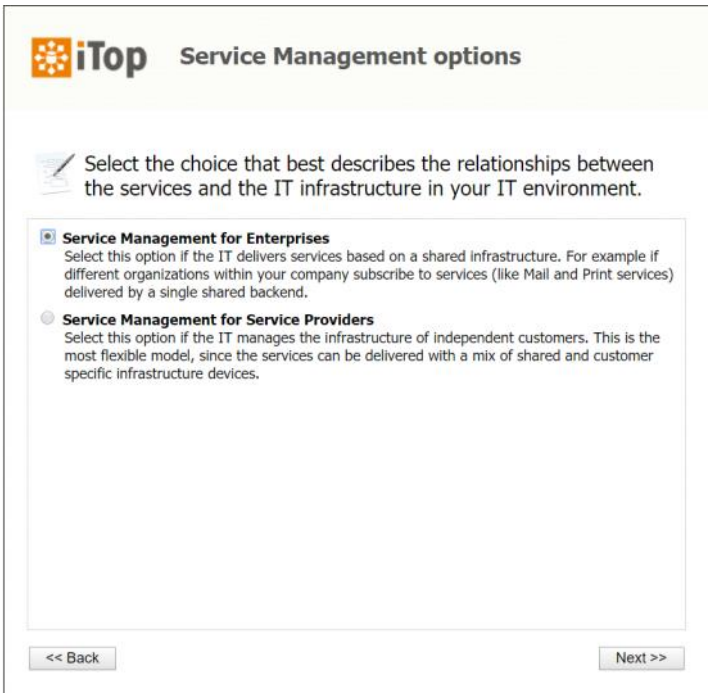
iTop
Service Management options
Select the choice that best describes the relationships between the services and the IT infrastructure in your IT environment.
Service Management for Enterprises
Select this option if the IT delivers services based on a shared infrastructure. For example if different organizations 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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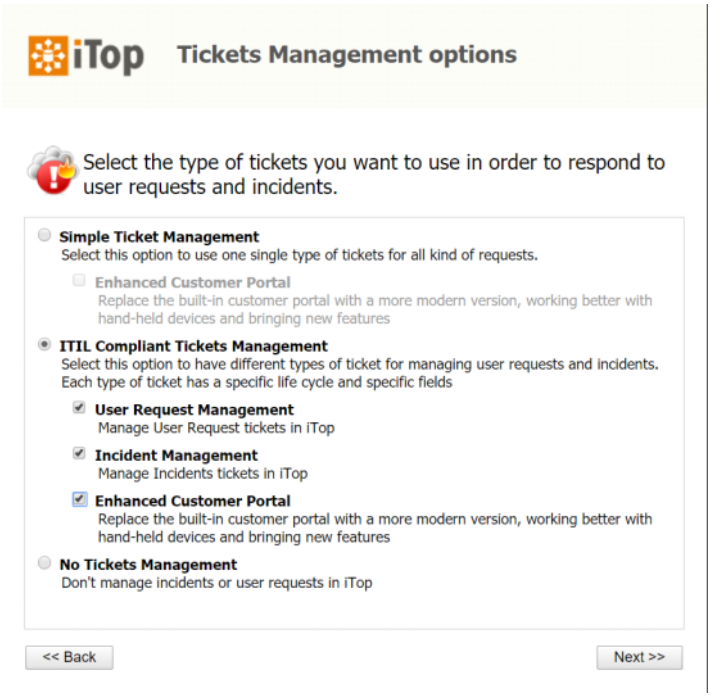
iTop
Tickets Management options
Select the type of tickets you want to use in order to respond to user requests and incidents.
Simple Ticket Management
Select this option to use one single type of tickets for all kind of requests.
Enhanced Customer Portal
Replace the built-in customer portal with a more modern version, working better with hand-held devices and bringing new features
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
Enhanced Customer Portal
Replace the built-in customer portal with a more modern version, working better with hand-held devices and bringing new features
No Tickets Management
Don't manage incidents or user requests in iTop
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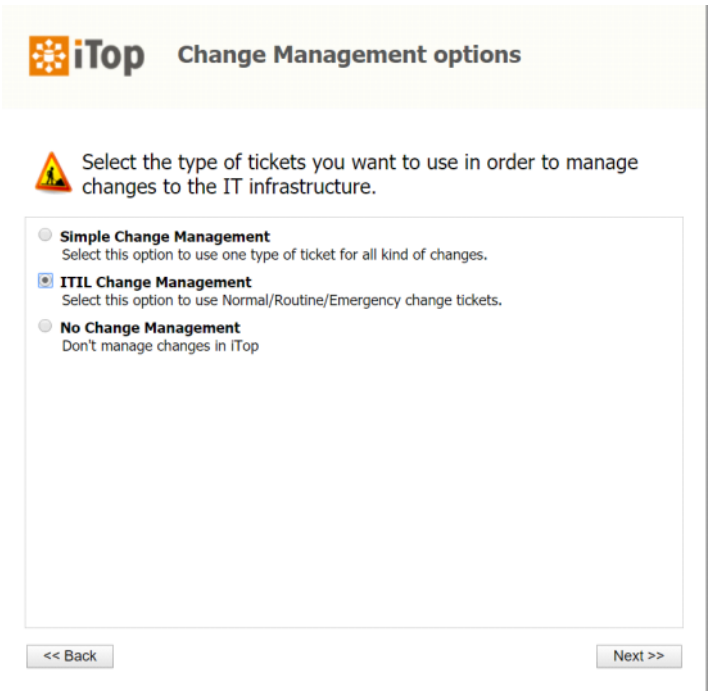
iTop
Change Management options
Select the type of tickets you want to use in order to manage changes to the IT infrastructure.
Simple Change Management
Select this option to use one type of ticket for all kind of changes.
ITIL Change Management
Select this option to use Normal/Routine/Emergency change tickets.
No Change Management
Don't manage changes in iTop
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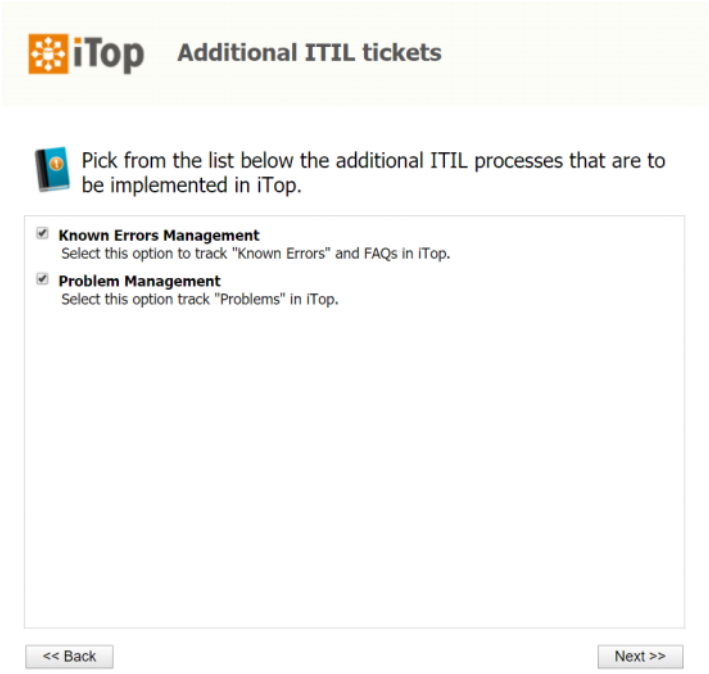
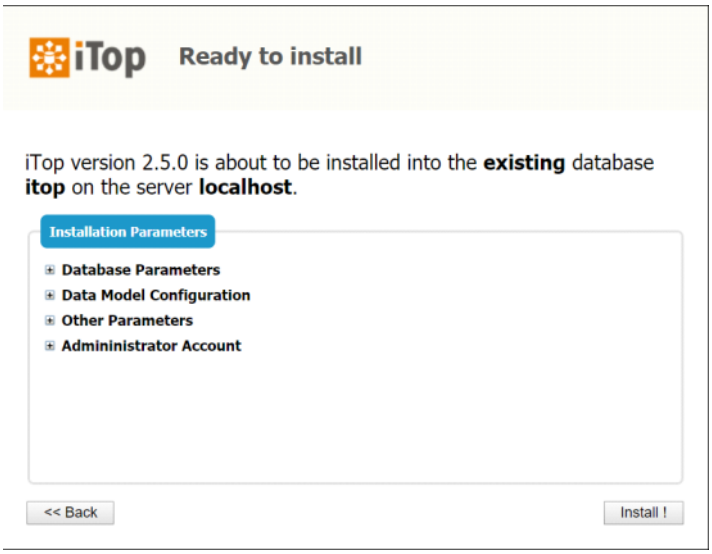
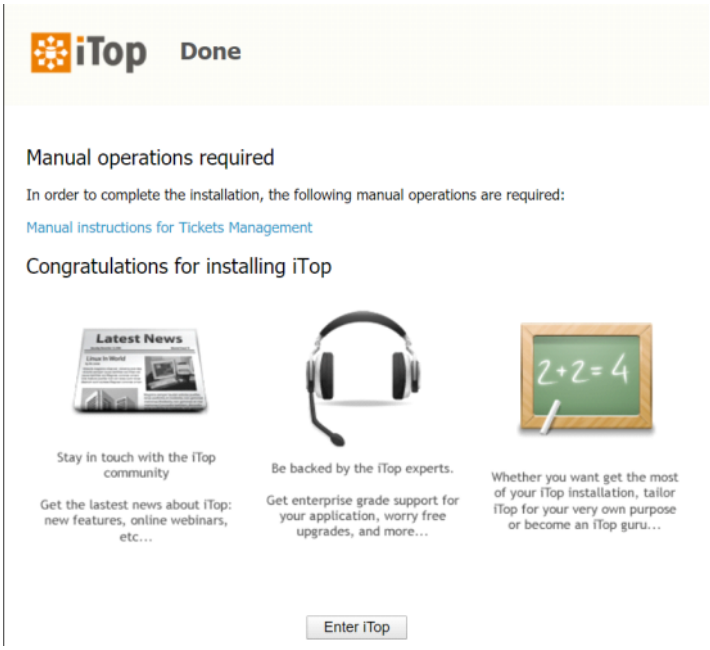


安装就绪，点击install!



安装完成



自动登录到欢迎界面

9、配置ldap集成：

vi /etc/hosts

#添加ladp Server的解析

172.17.10.143 2012r2core.mct.com

vi /var/www/html/conf/production/config-itop.php

#user和pwd是经先在AD里面建立的，用于服务器之间的验证

```
$MyModuleSettings = array(
    'authent-ldap' => array (
        'host' => '2012r2core.mct.com',
        'port' => 389,
        'default_user' => 'itop',
        'default_pwd' => 'itop',
        'base_dn' => 'cn=users,dc=mcitp,dc=com',
        'user_query' => '(&(uid=%1$s)(inetuserstatus=ACTIVE))',
        'options' => array (
          17 => 3,
          8 => 0,
        ),
        'start_tls' => false,
        'debug' => false,
    ),
```

10、启用HTTPS

#建立证书存放目录，并上传已经申请的公网证书

mkdir -p /etc/httpd/cert

chown apache:apache -R /etc/httpd/cert

chmod 700 /etc/httpd/cert

chmod 600 /etc/httpd/cert/*

#修改ssl.conf配置文件,修改第60、100、107行，修改为域名和正确的证书文件路径即可

vi /etc/httpd/conf.d/ssl.conf

```
<VirtualHost _default_:443>

# General setup for the virtual host, inherited from global configuration
#DocumentRoot "/var/www/html"
ServerName itop.mcitp.cn:443

# Use separate log files for the SSL virtual host; note that LogLevel
# is not inherited from httpd.conf.
ErrorLog logs/ssl_error_log
TransferLog logs/ssl_access_log
LogLevel warn
```

```
SSLCertificateFile /etc/httpd/cert/itop.mcitp.cn.crt

#   Server Private Key:
#   If the key is not combined with the certificate, use this
#   directive to point at the key file.  Keep in mind that if
#   you've both a RSA and a DSA private key you can configure
#   both in parallel (to also allow the use of DSA ciphers, etc.)
SSLCertificateKeyFile /etc/httpd/cert/itop.mcitp.cn.key
```

vi /var/www/html/conf/production/config-itop.php

如果安装的时候写的IP地址，后面要变更为域名，请在此修改

```
    // apc_cache.enabled: If set, the APC cache is allowed (the PHP
    //  default: true
    'apc_cache.enabled' => true,

    // apc_cache.query_ttl: Time to live set in APC for the prepared
    //  default: 3600
    'apc_cache.query_ttl' => 3600,

    // app_root_url: Root URL used for navigating within the applica
    //  default: ''
    'app_root_url' => 'https://itop.mcitp.cn/',

    // buttons_position: Position of the forms buttons: bottom | top
    //  default: 'both'
    'buttons_position' => 'both',

    // cas_include_path: The path where to find the phpCAS library
```

vi /etc/httpd/conf/httpd.conf

#配置http强制跳转至https，完成以以上步骤如果不强制跳转，则HTTP和HTTPS都可以访问

```
RewriteEngine on
RewriteCond  %{HTTPS} !=on
RewriteRule  ^(.*) https://%{SERVER_NAME}$1 [L,R]
```

```
# http_force_https
RewriteEngine on
RewriteCond  %{HTTPS} !=on
RewriteRule  ^(.*) https://%{SERVER_NAME}$1 [L,R]

# Supplemental configuration
#
# Load config files in the "/etc/httpd/conf.d" directory, if any.
IncludeOptional conf.d/*.conf
```

配置完成需要重启httpd服务:

systemctl restart httpd

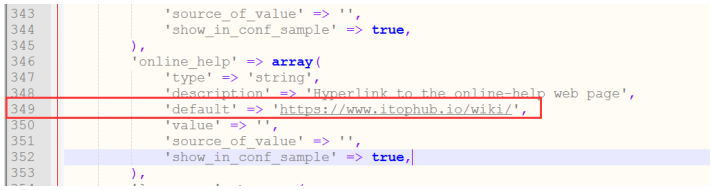
11、去掉左下角的combodo广告logo

vi /var/www/html/application/itopwebpage.class.inc.php

#注释掉1083和1084行，即可

vi /var/www/html/core/config.class.inc.php

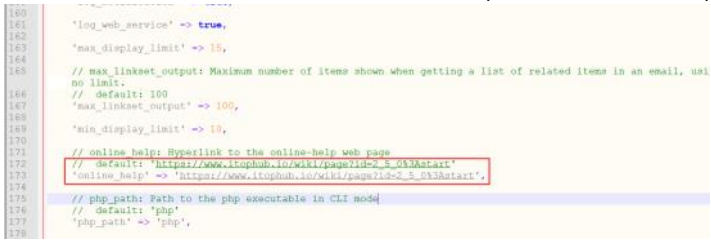
修改第113和349行，添加自己想要的链接，或者直接注释掉



```
            'source_of_value' => '',
            'show_in_conf_sample' => true,
        ),
        'online_help' => array(
            'type' => 'string',
            'description' => 'Hyperlink to the online-help web page',
            'default' => 'https://www.itophub.io/wiki/',
            'value' => '',
            'source_of_value' => '',
            'show_in_conf_sample' => true,
        ),
```

vi /var/www/html/conf/production/config-itop.php

#修改第172和173行，添加在线帮忙的链接，默认的https://www.combodo/itop网页无法打开



12、性能优化：

12.1、修改php文件大小限制

vi /etc/php.ini

;找到:max_execution_time = 30 ,这个是每个脚本运行的最长时间,单位秒,修改为:

max_execution_time = 1200

;找到:max_input_time = 60,这是每个脚本可以消耗的时间,单位也是秒,修改为:

max_input_time = 2400

;找到:memory_limit = 128M,这个是脚本运行最大消耗的内存,根据你的需求更改数值,这里修改为:

memory_limit = 512M

;找到:post_max_size = 8M,表单提交最大数据为 8M,此项不是限制上传单个文件的大小,而是针对整个表单的提交数据进行限制的。限制范围包括表单提交的所有内容.例如:发表贴子时,贴子标题,内容,附件等...这里修改为:

post_max_size = 100M

;找到:upload_max_filesize = 2M,上载文件的最大许可大小 ,修改为:

upload_max_filesize = 25M

12.2.修改apache上传文件大小限制

vi /etc/httpd/conf.d/php.conf

LimitRequestBody 524288将524288(=512x1024)改大,比如30M(=30x1024x1024)（如果没有，可以添加到配置文件末尾）

LimitRequestBody 31457280

13、常用维护处理：

13.1 清空缓存 rm -rf /var/www/html/data/cache-production/*

13.2 汉化包文件路径：/var/www/html/env-production/dictionaries/zh-cn.dict.php

13.3 角色用户描述翻译 ：修改数据库的priv_urp_profiles表：

	name	description
1	Administrator	拥有所有权限（不受任何控制）
2	Portal USER	普通用户，访问用户网站。拥有此权限的人员将无法访问后台管理，他们将自动重定向到用户网站。
3	Configuration Manager	配置管理员（配制管理）
4	Service Desk Agent	服务台管理员（服务台和事件管理）
5	Support Agent	分析和解决当前事件的人
6	Problem Manager	分析和解决当前问题的人
7	CHANGE Implementor	变更管理（操作人员）
8	CHANGE Supervisor	变更管理（管理员）
9	CHANGE Approver	变更管理（审批）
10	Service Manager	服务管理
11	Document author	可以操作配置管理的文档
12	Portal POWER USER	拥有此权限的用户将有权查看用户网站。必须与其他角色一起使用（例如普通用户）。
13	REST Services USER	只允许具有此配置文件的用户使用REST Web服务（除非配置文件中的"secure_rest_services"设置为false）。

14、操作手册

https://www.kancloud.cn/hardie/itop/257731

汉化比较完整版本 ：

https://github.com/purplegrape/iTop-CN-2.5.0

https://github.com/Combodo/iTop

https://github.com/bollwarm/itop_FAQ