

# 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


Welcome to iTop version 2.5.0

### iTop Installation Wizard

Prerequisites validation:  1 Warning(s) [Hide details](#)


 Missing optional PHP extension: mcrypt. Strong encryption will not be used.

 The current PHP Version (7.2.7) is greater than the minimum version required to run iTop, which is (5.6.0)

 Required PHP extension(s): dom, hash, iconv, json, mysqli, pcre, session, simplexml, soap, zip, zlib.

Continue >>

点击安装模式，全新安装还是升级安装

Install or Upgrade choice

What do you want to do?

☒ Install a new iTop

☐ Upgrade an existing iTop instance

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接受Licenses


Components of iTop

- iTop, © 2010-2018 Combodo SARL is licensed under the **AGPL v3 license**. [\(Details\)](#)
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- The jQuery tooltip plugin, © Craig Thompson is licensed under the **MIT license**. [\(Details\)](#)
- jQuery Hotkeys Plugin, © John Resig is licensed under the **MIT or GPL Version 2 licenses license**. [\(Details\)](#)
- Swift Mailer, © Fabien Potencier is licensed under the **MIT license**. [\(Details\)](#)
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配置数据库

 **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, SHOW VIEW, LOCK TABLE, SUPER, TRIGGER

Password:

☒ Use TLS encrypted connection

 **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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设置管理员密码

 **Administrator Account**

Definition of the Administrator Account

Administrator Account

Login:

Password:


Confirm password:

Language:

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设置URL和安装模式

 **Miscellaneous Parameters**

Additional parameters

Default Language

Default Language:

Application URL

URL:

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.

Path to Graphviz' dot application

Path:

Graphviz is required to display the impact analysis graph (i.e. Impacts / depends on).

✔ dot is present: dot - graphviz version 2.30.1 (20180420.1509)

Sample Data

☐ I am installing a **demo or test** instance, populate the database with some demo data.

☒ I am installing a **production** instance, create an empty database to start from.

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分区 Services 的第 3 页



## 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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## 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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## iTop Additional ITIL tickets



Pick from the list below the additional ITIL processes that are to be implemented in iTop.

- ☒ **Known Errors Management**  
Select this option to track "Known Errors" and FAQs in iTop.
- ☒ **Problem Management**  
Select this option track "Problems" in iTop.

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安装就绪，点击install!

## iTop Ready to install

iTop version 2.5.0 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

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Install !

安装完成

## iTop Done

### Manual operations required

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

[Manual instructions for Tickets Management](#)

Congratulations for installing iTop



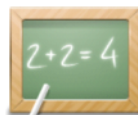
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自动登录到欢迎界面



## 9、配置ldap集成：

`vi /etc/hosts`

#添加ldap 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

```
227 $MyModuleSettings = array(
228     'authentic-ldap' => array (
229         'host' => '2012r2core.mct.com',
230         'port' => 389,
231         'default_user' => 'itop',
232         'default_pwd' => 'itop',
233         'base_dn' => 'cn=users,dc=mcitp,dc=com',
234         'user_query' => '(&(uid=%s)(inetuserstatus=ACTIVE))',
235         'options' => array (
236             17 => 3,
237             8 => 0,
238         ),
239         'start_tls' => false,
240         'debug' => false,
241     ),
```

## 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`

```
55 <VirtualHost _default_:443>
56
57 # General setup for the virtual host, inherited from global configuration
58 #DocumentRoot "/var/www/html"
59 #ServerName itop.mcitp.cn:443
60
61 # Use separate log files for the SSL virtual host; note that LogLevel
62 # is not inherited from httpd.conf.
63 ErrorLog logs/ssl_error_log
64 TransferLog logs/ssl_access_log
65 LogLevel warn
66
67
68 # Certificate can be generated using the genkey(1) command.
69
70 SSLCertificateFile /etc/httpd/cert/itop.mcitp.cn.crt
71
72 # Server Private Key:
73 # If the key is not combined with the certificate, use this
74 # directive to point at the key file. Keep in mind that if
75 # you've both a RSA and a DSA private key you can configure
76 # both in parallel (to also allow the use of DSA ciphers, etc.)
77 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

```
22 // apc_cache.enabled: If set, the APC cache is allowed (the PHP
23 // default: true
24 'apc_cache.enabled' => true,
25
26 // apc_cache.query_ttl: Time to live set in APC for the prepared
27 // default: 3600
28 'apc_cache.query_ttl' => 3600,
29
30 // app_root_url: Root URL used for navigating within the applica
31 // default: ''
32 'app_root_url' => 'https://itop.mcitp.cn/',
33
34 // buttons_position: Position of the forms buttons: bottom | top
35 // default: 'both'
36 'buttons_position' => 'both',
37
38 // cas_include_path: The path where to find the phpCAS library
39 // default: '/usr/share/php'
```

`vi /etc/httpd/conf/httpd.conf`

#配置http强制跳转至https，完成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]`



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

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

[illegible]

```
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

```

1091         "source_of_value" =>
1092             "show_in_main_sample" => true,
1093
1094     },
1095     "show_help" => array!
1096         "type" => "string",
1097         "default" => "http://www.cmc.ucm.es/tema",
1098         "source_of_value" => "",
1099         "show_in_main_sample" => false,
1100
1101     },
1102     "on_host" => array!
1103         "type" => "string",
1104         "default" => null,
1105         "source_of_value" => "",
1106         "show_in_main_sample" => ""
1107     )
1108 }

```

```
343         'source_of_value' => '',
344         'show_in_conf_sample' => true,
345     ),
346     'online_help' => array(
347         'type' => 'string',
348         'description' => "Hyperlink to the online-help web page",
349         'default' => "https://www.itophub.io/wiki/",
350         'value' => '',
351         'source_of_value' => '',
352         'show_in_conf_sample' => true,
353     ),
```

```
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

```

160     'log_web_service' -> true,
162
163     'max_display_limit' -> 10,
164
165     // max_linkset_output: Maximum number of items shown when getting a list of related items in an email, use
166     // no limit:
167     // default: 100
168     'max_linkset_output' -> 100,
169
170     'min_display_limit' -> 10,
171
172     // online_help: Hyperlink to the online-help web page
173     // default: 'https://www.itophub.io/wiki/page/index-0_03start'
174     'online_help' -> 'https://www.itophub.io/wiki/page/index-2-0_03start',
175
176     // php_path: Path to the php executable in CLI mode
177     // default: 'php'
178     'php_path' -> 'php',

```

## 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: 发表帖子时, 帖子标题, 内容, 附件等... 这里修改为:

```
post max size = 100M
```

;找到:upload max filesize = 2M,上传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（配置管理）。
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](https://github.com/bollwarm/itop_FAQ)