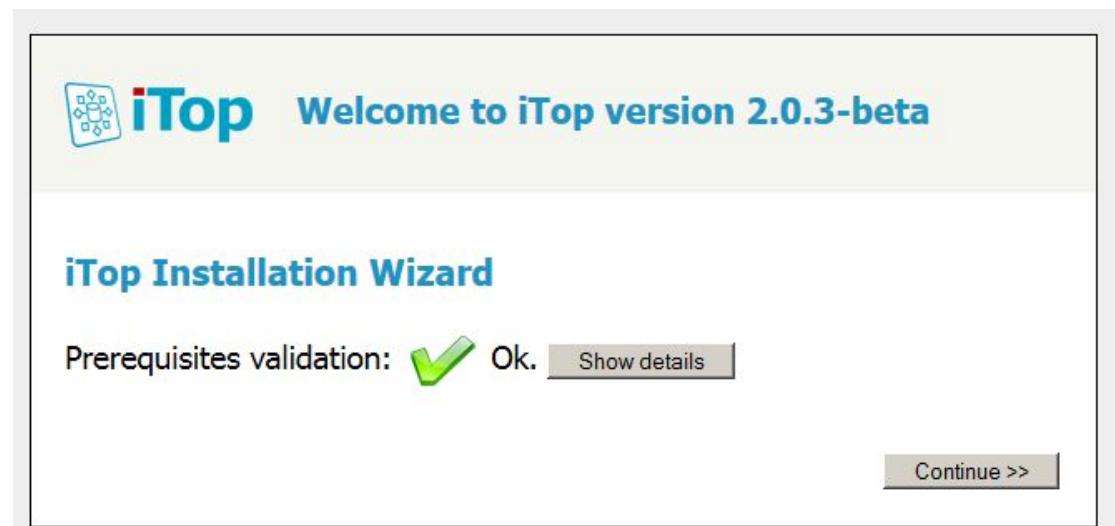# iTop 安装过程记录

Revision: 1.0
Author: Peng
Date: 2014-07-15

安装环境：
- Centos 6.5 Final
- Apache 2.2.15
- PHP 5.3.3
- MySQL 5.1.73

iTop

Welcome to iTop version 2.0.3-beta

iTop Installation Wizard

Prerequisites validation: ✓ Ok. [Hide details]

✓ The current PHP Version (5.3.3) is greater than the minimum version required to run iTop, which is (5.2.0)

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

✓ Optional PHP extension(s): ldap, mcrypt.

[Continue >>]

✓ Loaded php.ini files: /etc/php.ini, /etc/php.d/curl.ini, /etc/php.d/dom.ini, /etc/php.d /fileinfo.ini, /etc/php.d/json.ini, /etc/php.d/ldap.ini, /etc/php.d/mcrypt.ini, /etc/php.d /mysql.ini, /etc/php.d/mysqli.ini, /etc/php.d/pdo.ini, /etc/php.d/pdo_mysql.ini, /etc/php.d /pdo_sqlite.ini, /etc/php.d/phar.ini, /etc/php.d/soap.ini, /etc/php.d/sqlite3.ini, /etc/php.d /wddx.ini, /etc/php.d/xmlreader.ini, /etc/php.d/xmlwriter.ini, /etc/php.d/xsl.ini, /etc/php.d /zip.ini

✓ The value for session.save_path (/var/lib/php/session) is writable for the web server.

[Continue >>]

iTop — Install or Upgrade choice

What do you want to do?

- ⦿ Install a new iTop
- ○ Upgrade an existing iTop instance

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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,** © Chris Corbyn is licensed under the **LGPL v3 license.** (Details)
- **jQuery-File-Upload,** © Sebastian Tschan is licensed under the **MIT license.** (Details)

☑ I accept the terms of the licenses of the 5 components mentioned above.

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iTop Database Configuration

Configuration of the database connection:

Database Server Connection

Server Name: `localhost` E.g. "localhost", "dbserver.mycompany.com" or "192.142.10.23"

Login: `itop` The account must have the following privileges on the database:
SELECT, INSERT, UPDATE, DELETE, DROP, CREATE, ALTER, CREATE

Password: `••••••••••••••` VIEW, SUPER, TRIGGER

✓ Database server connection Ok.

Database

○ Create a new database: [ ]

◉ Use the existing database: `itop ▾`

Use a prefix for the tables: [ ]

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iTop Administrator Account

Definition of the Administrator Account

Administrator Account

Login: `admin`

Password: `•••••••••••`

Confirm password: `•••••••••••`

Language: `English (English) ▾`

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iTop Miscellaneous Parameters

Additional parameters

Default Language

Default Language: Chinese (简体中文) ▼

Application URL

URL: http://░░░░░░░/itop/

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.

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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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.

◉ **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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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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