https://github.com/bollwarm/itop\_FAQ

本篇文章讲解的是在[CentOS](https://www.linuxidc.com/topicnews.aspx?tid=14)7.4

**一、Apache**

1、修改selinux

# vi /etc/selinux/config

SELINUX=enforcing 修改为SELINUX=disabled

# reboot

2、安装lamp及相关软件

1. # **yum install epel-release**

# rpm -ivh <http://rpms.famillecollet.com/enterprise/remi-release-7.rpm>

# yum install gcc

# yum install --enablerepo=remi --enablerepo=remi-php56 php-xml php httpd mariadb-server graphviz unzip php-gd php-pear php-mysqlnd php-imap php-soap php-ldap php-mbstring openssl openssl-devel php-mcrypt php-pecl-zendopcache –y

3、安装Net\_POP3 和Net\_Socket 后面收发邮件会用到

# pear install Net\_POP3

# pear install Net\_Socket

4.配置apache   
# vi /etc/httpd/conf/httpd.conf  
修改这行: ServerName localhost:80

5.启动  
# systemctl start httpd

6.设置开机启动  
# chkconfig httpd on

**二、mariadb**

1．启动mariadb

# systemctl start mariadb

# systemctl enable mariadb

# mysql\_secure\_installation

2. 进入MySQL  
# mysql -uroot -p

mysql>create database itopdb DEFAULT CHARACTER SET utf8;

Mysql>grant all on itopdb.\* to 'itop'@'localhost' identified by 'password123';

3、修改/etc/my.conf

max\_allowed\_packet = 32M ##添加此行

4、重启myariadb

systemctl restart mariadb

**三、解压itop和部署**

1. 把itop2.4压缩包里的web目录内容，拷贝到到/var/www/html/itop/ 里

# unzip iTop-2.4.1-3714.zip -d /var/www/html/

# mv /var/www/html/web /var/www/html/itop

#cd /var/www/html

#chown apache:apache –R itop

1. 配置apache 虚拟目录

[root@bim\_check ~]# vi /etc/httpd/conf.d/itop.conf

DocumentRoot "/var/www/html/itop"

Alias /itop /var/www/html/itop

DirectoryIndex index.html login.html index.py

ErrorLog logs/itop-error.log

<Directory /var/www/html/itop/>

Options FollowSymLinks

AllowOverride None

Order allow,deny

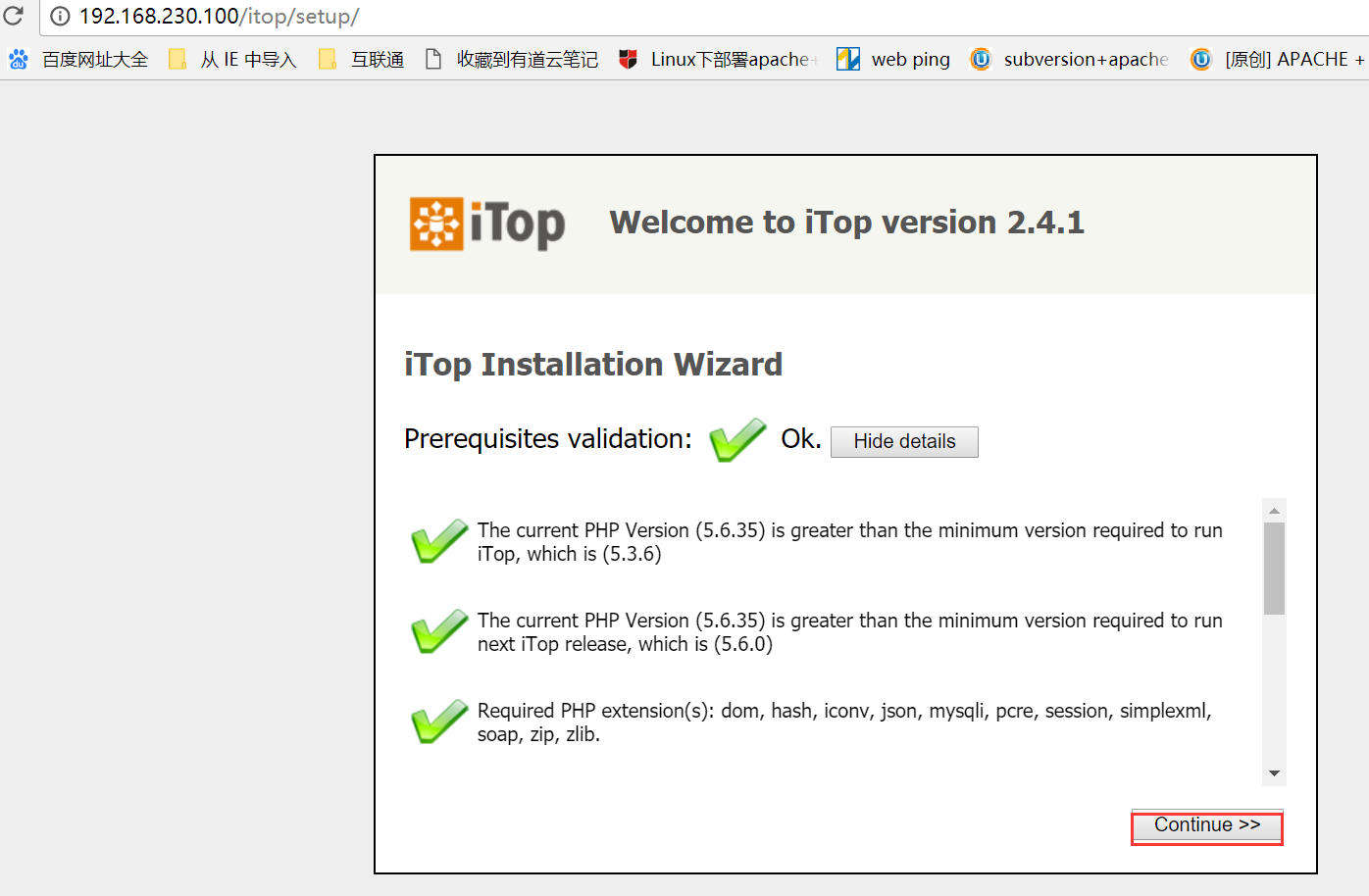
Allow from all

</Directory>

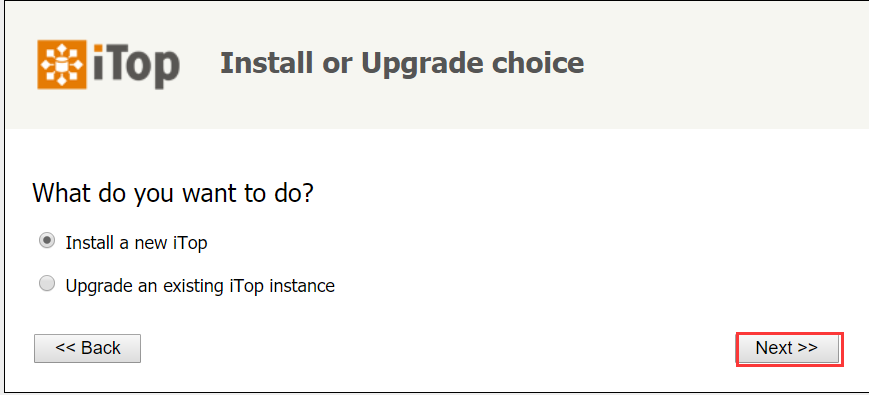
# systemctl restart httpd

**四、安装**

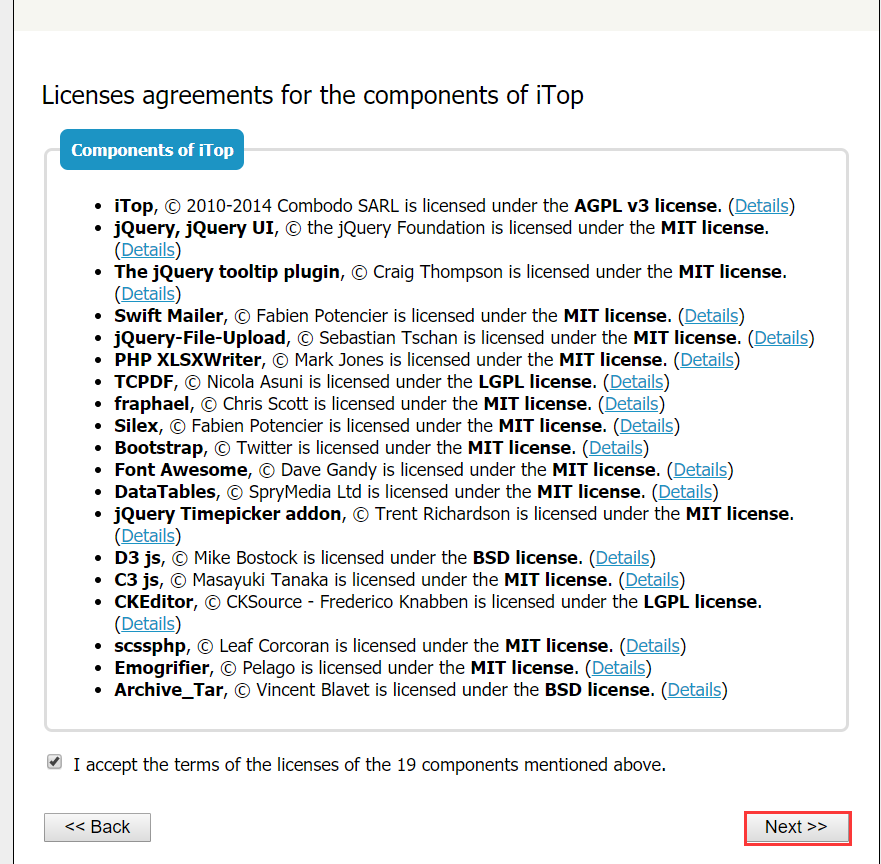
4.1 <http://IP/itop/setup>



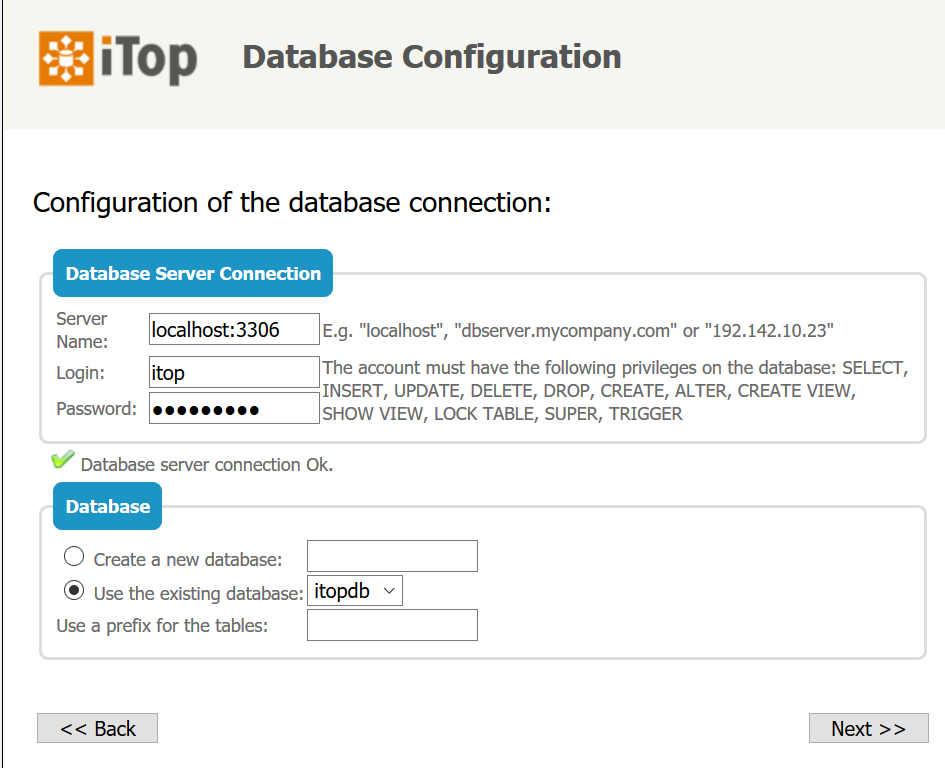
4.2



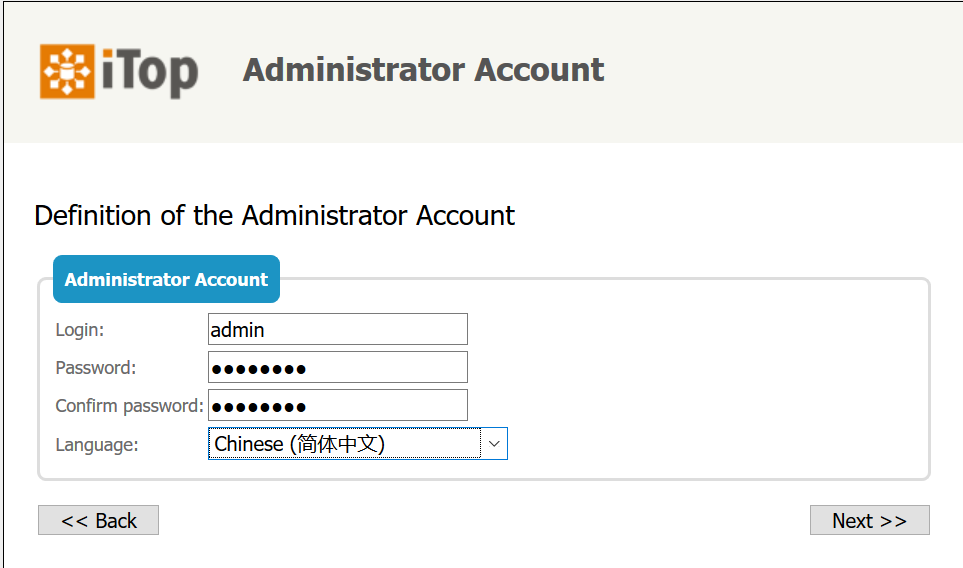
4.3



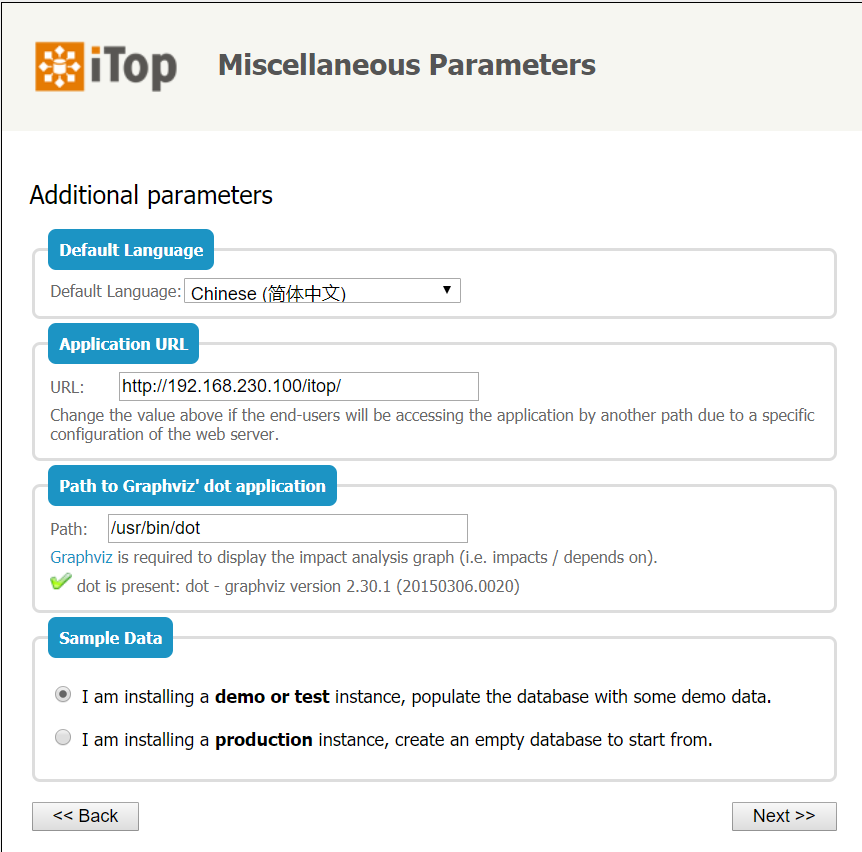
4.411111111



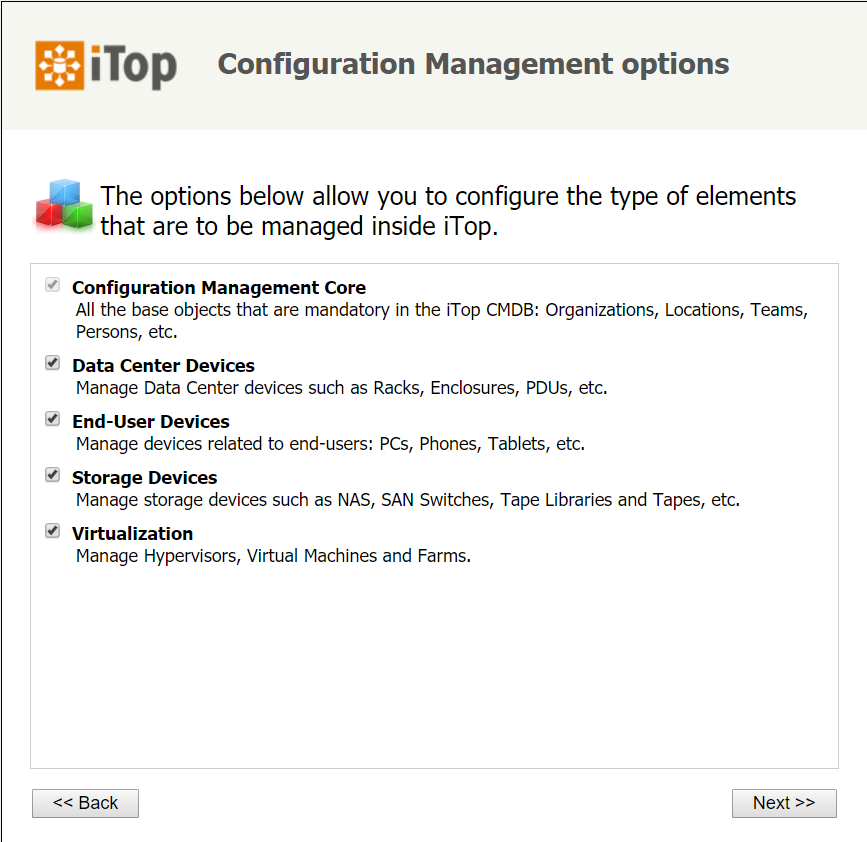
4.5



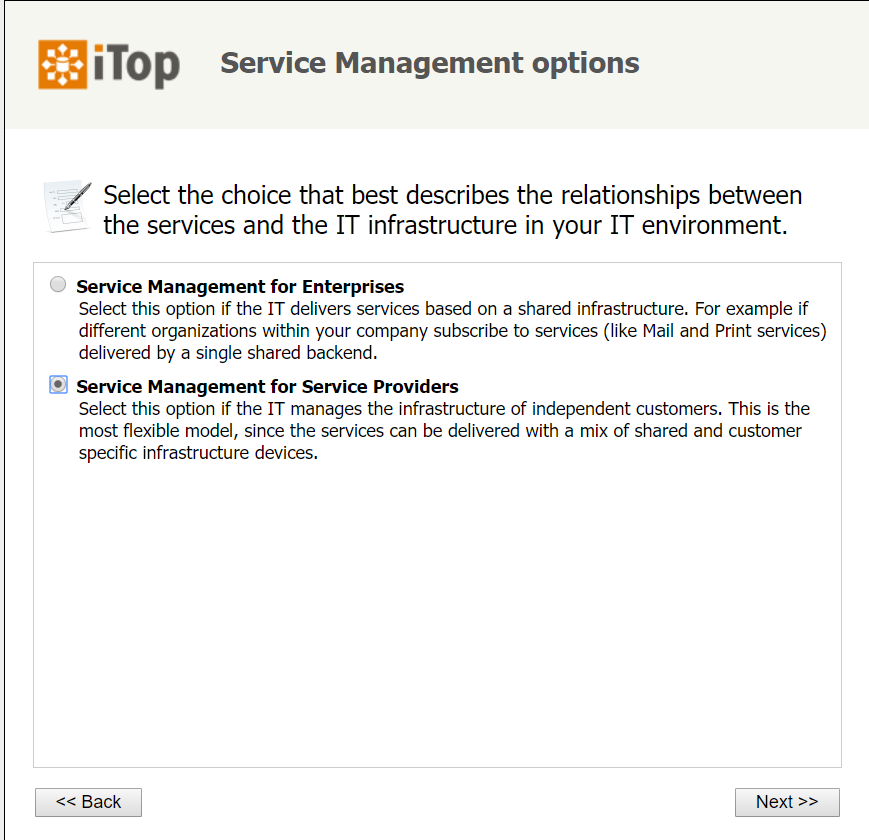
4.6



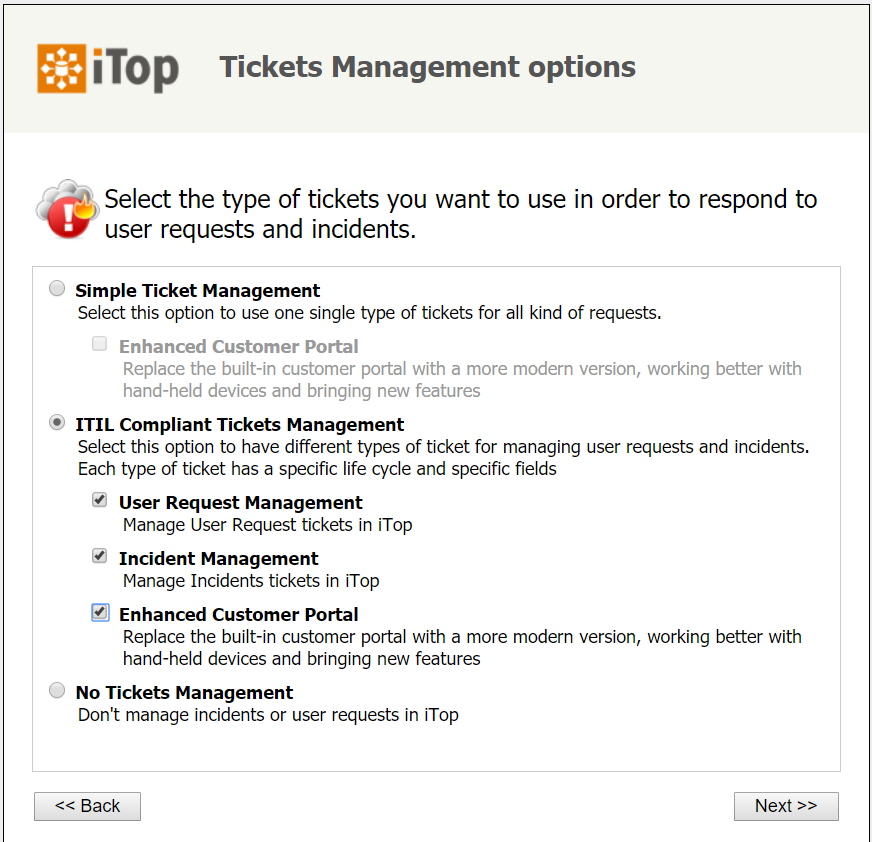
4.7



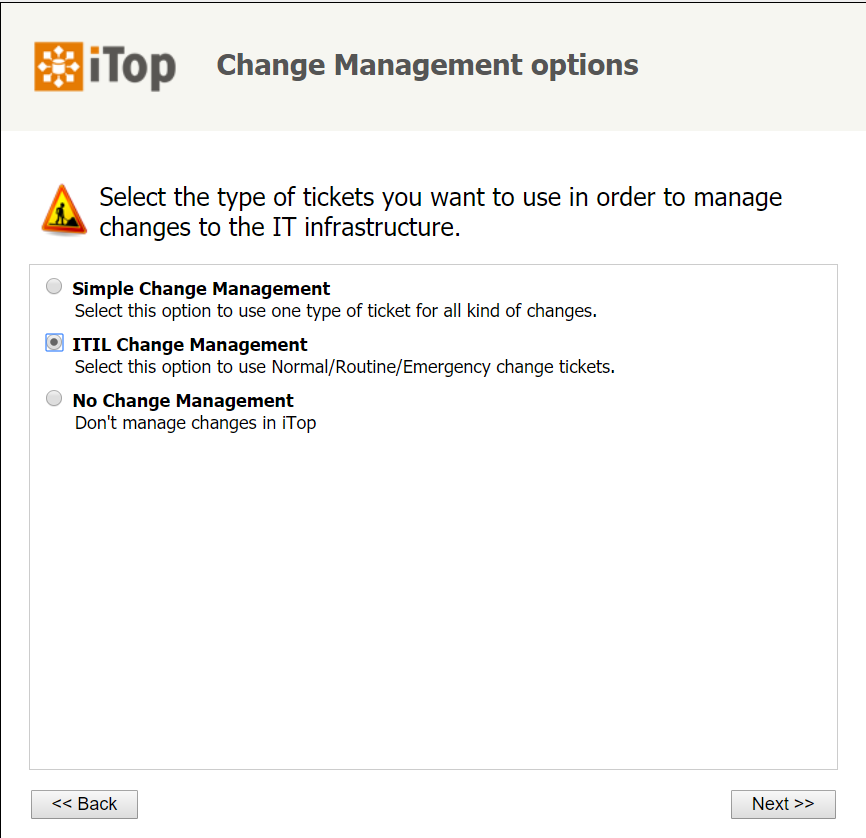
4.8



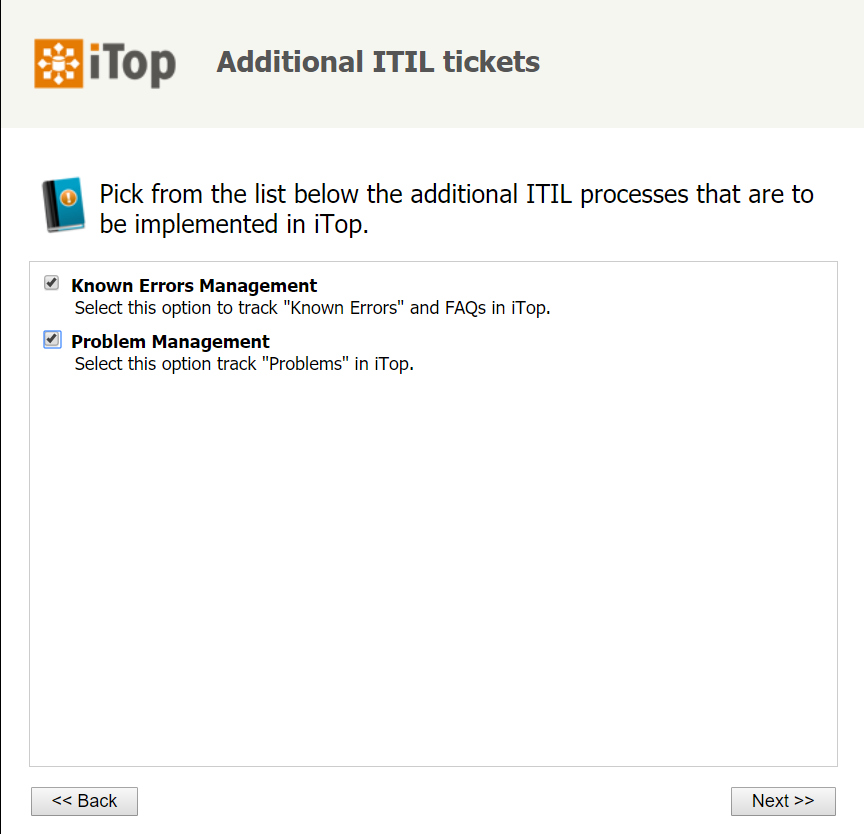
4.9



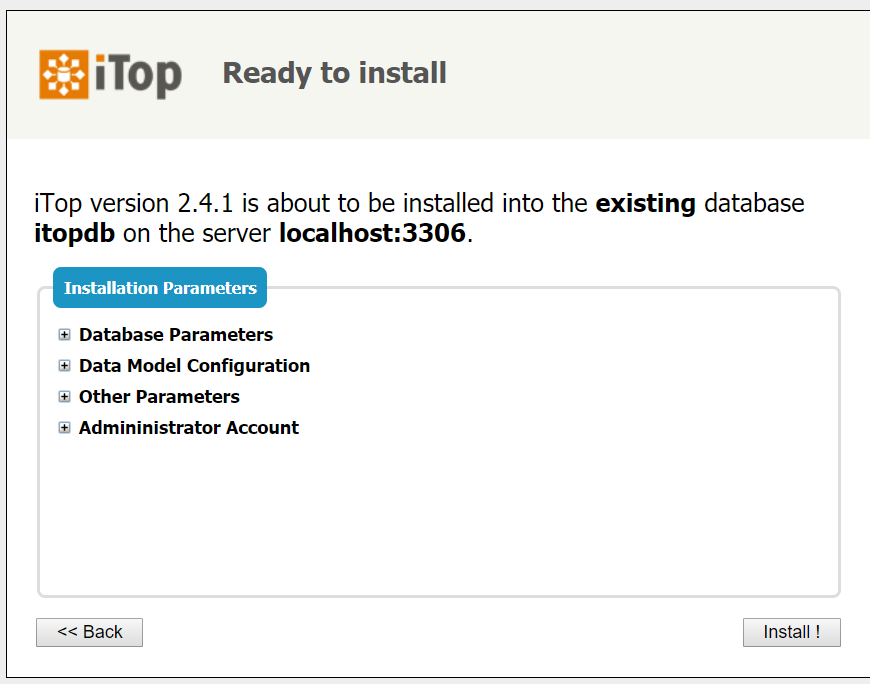
4.10



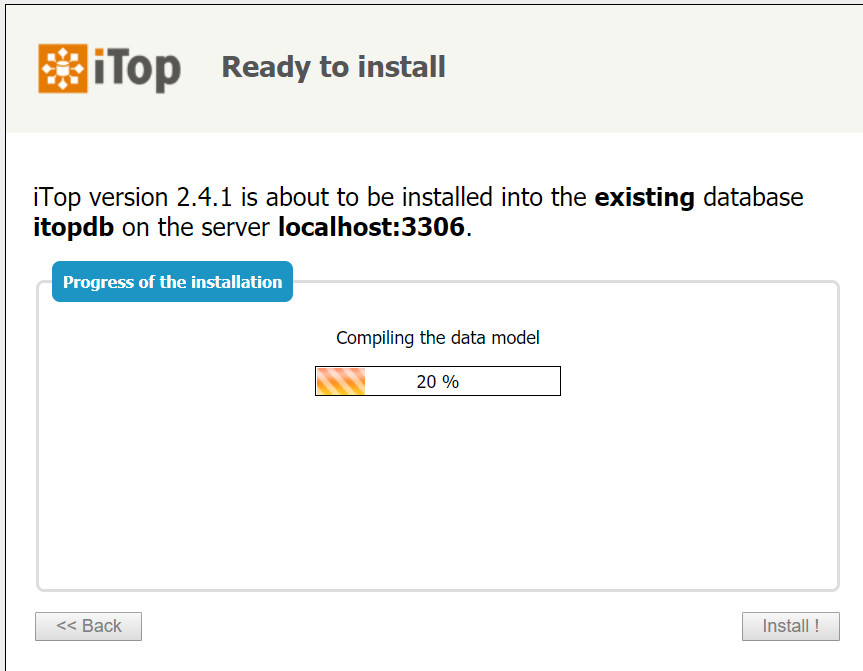
4.11



4.12



4.13



4.14、itop 配置文件优化 conf/production/config-itop.php

'csv\_file\_default\_charset' => 'UTF-8',

     'default\_language' => 'ZH CN',

'timezone' => 'Asia/Shanghai',

**五 、安装扩展模块，根据邮件自动生成工单**

1. 下载模块

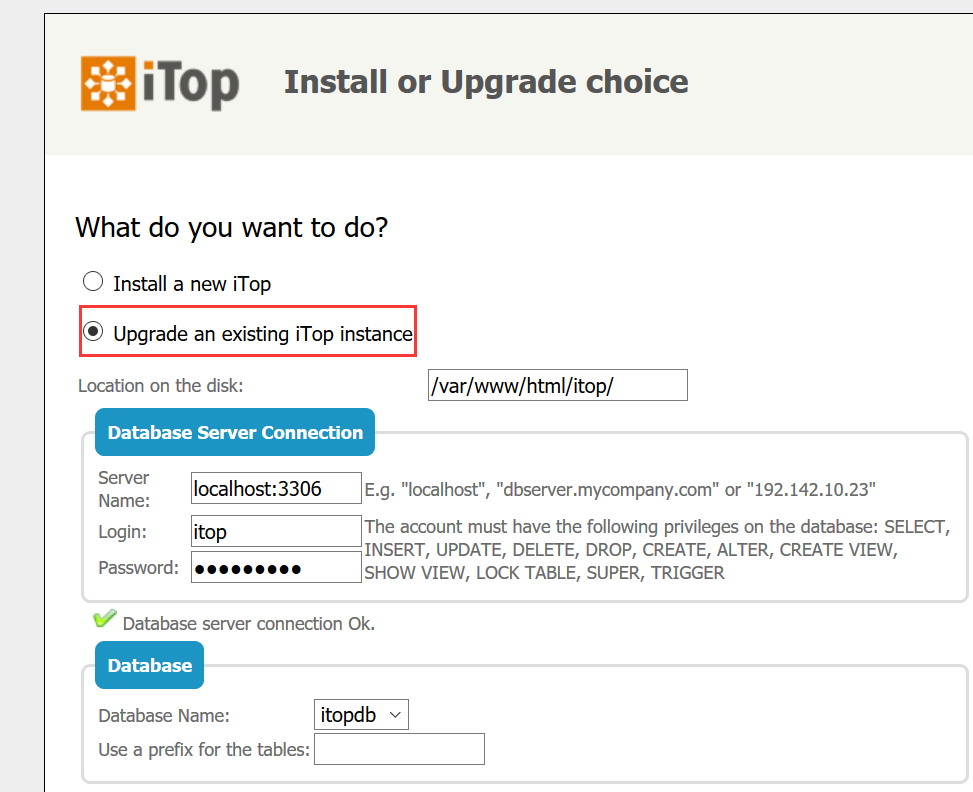
<https://www.itophub.io/wiki/page?id=extensions:ticket-from-email>

# unzip /opt/ Mail to ticket automation 3.0.11.zip –d /var/www/html/itop/extensions/

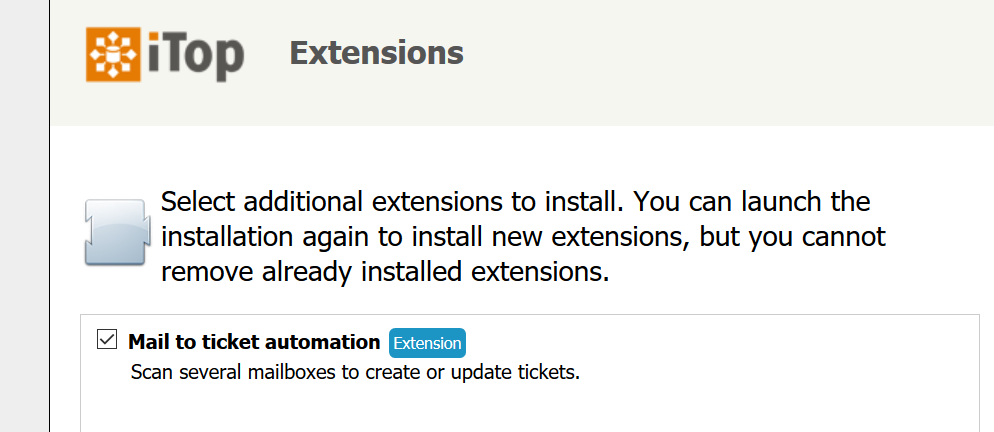
# chmod 755 /var/www/html/itop/conf/production/config-itop.php

1. 打开浏览器重新加载模块

<http://ip/itop/setup>



一路下一步，最后



1. 配置定时计划任务

#mkdir /etc/itop

[root@localhost ~]# vi /etc/itop/params

# This is a parameter file

#

# If a parameter is given both in the file and in the arguments,

# then the value given as argument is retained

#

# Authentication

auth\_user = admin ##具有管理员权限的账号

auth\_pwd = 3edcVFR$ #密码

# My web service

size\_min = 20 # Megabytes

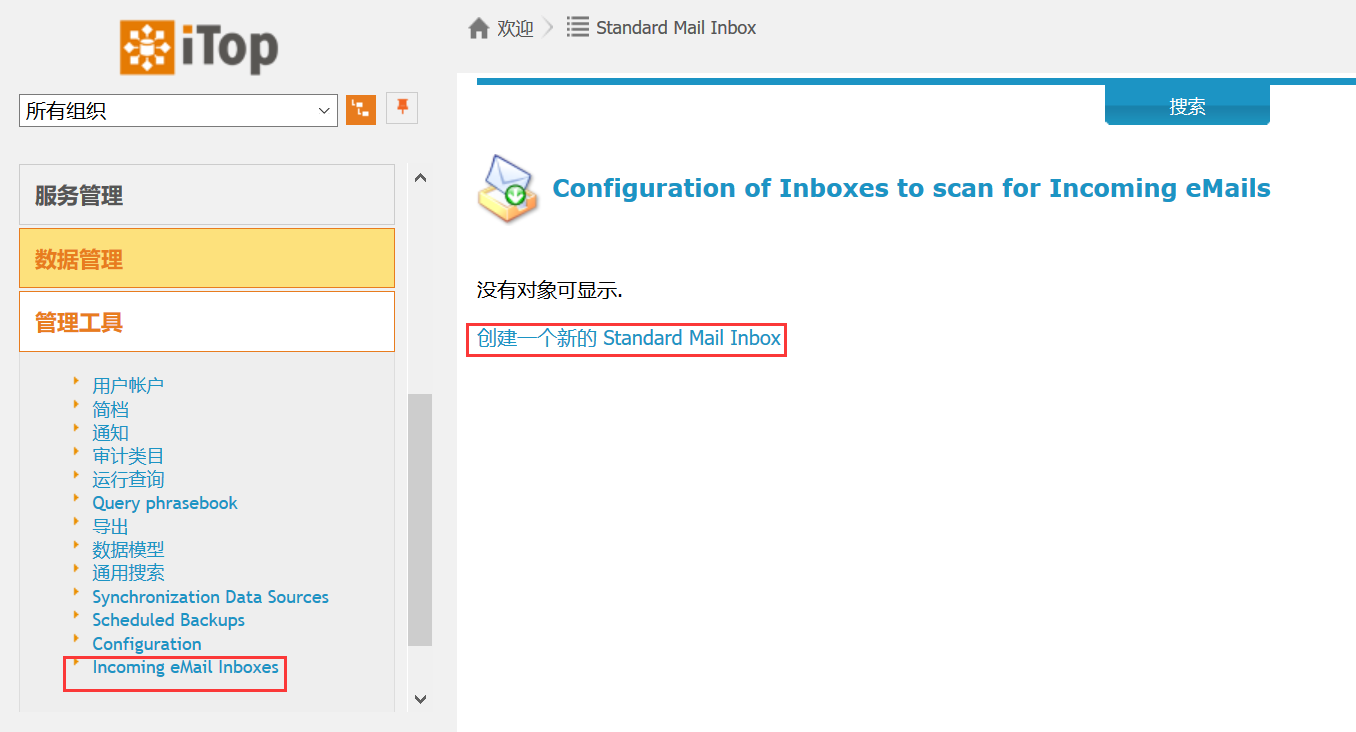
time\_limit = 40 # Minutes

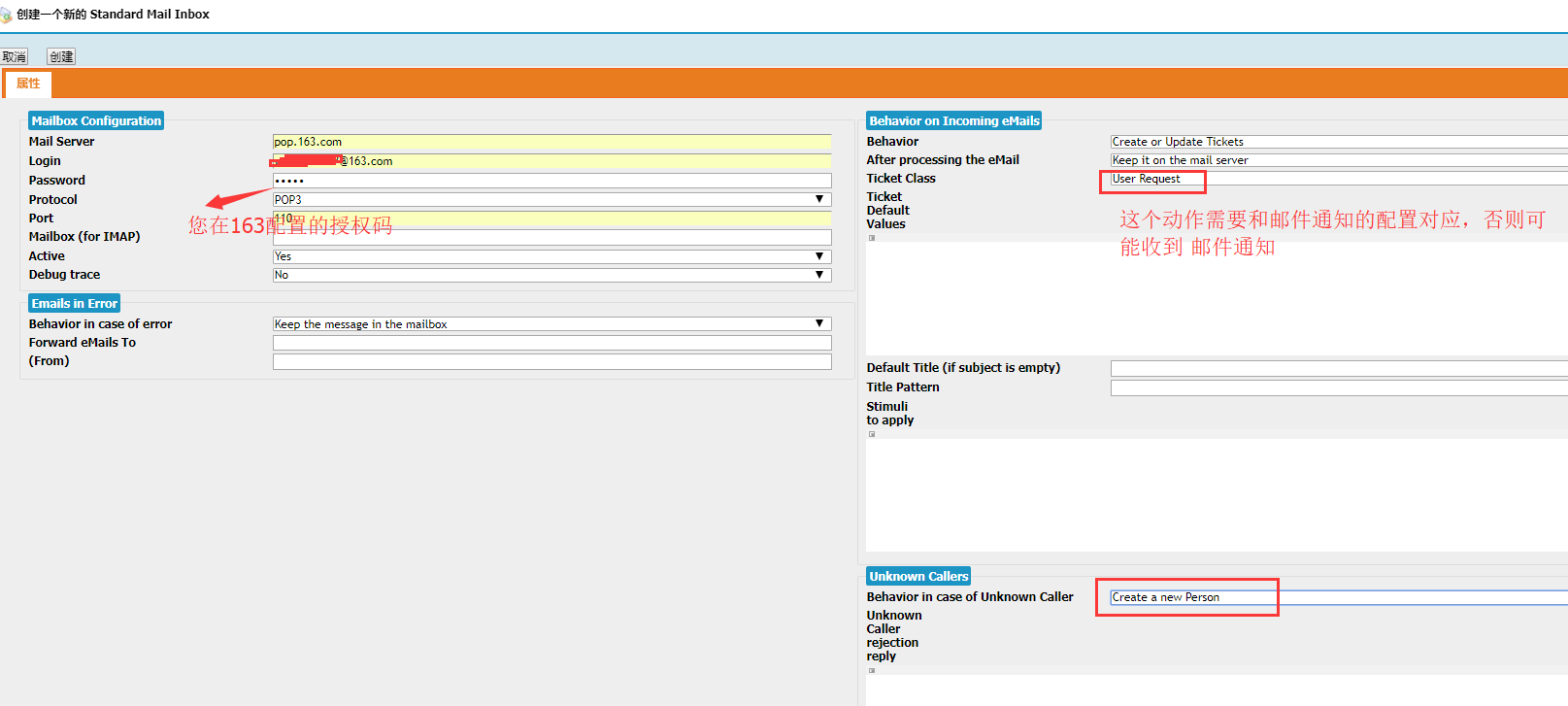
1. 填写计划任务

vi /etc/crontab

\*/5 \* \* \* \* root /usr/bin/php /var/www/html/itop/webservices/cron.php --param\_file=/etc/itop/params >>/var/www/html/itop/log/itop-cron.log 2>&1

1. 配置邮箱







1. 配置邮件通知

6.1 配置smtp 发件服务器

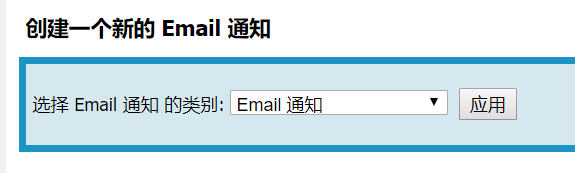


<http://ip/itop/setup/email.test.php> 进行测试

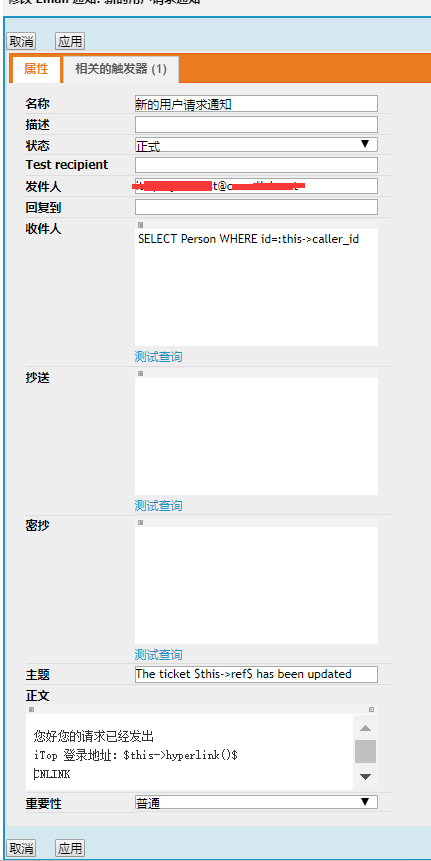
6.2 配置邮件通知触发器



1 添加一个操作



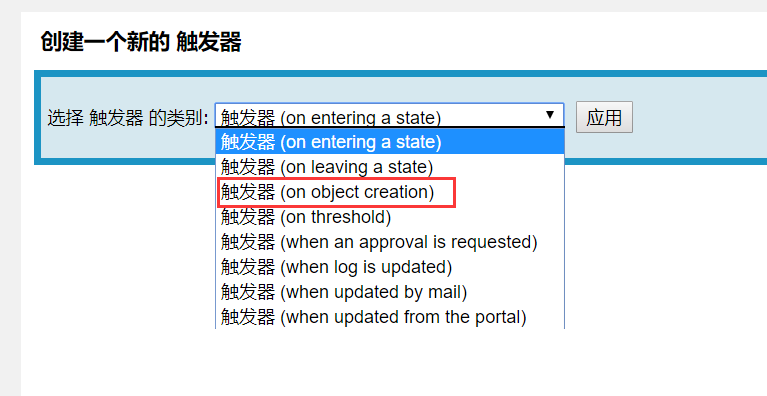
2、回复邮件的配置和内容

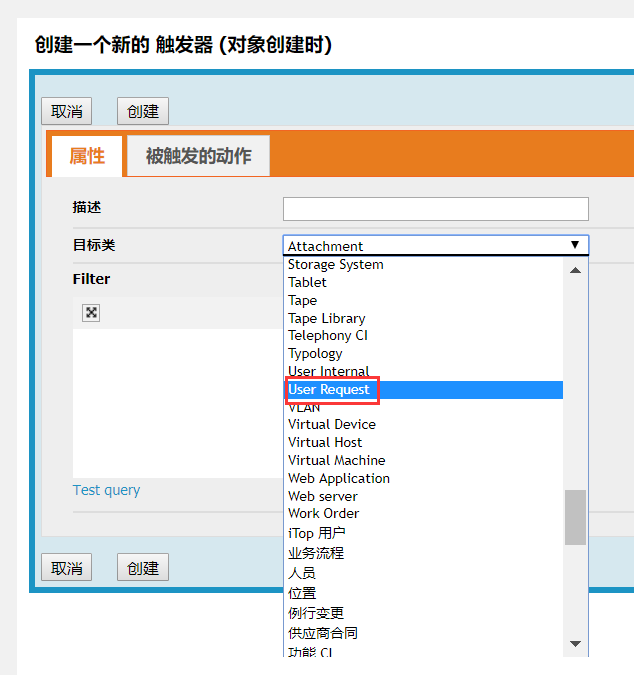
CNINK

SELECT Person WHERE id=:this->caller\_id

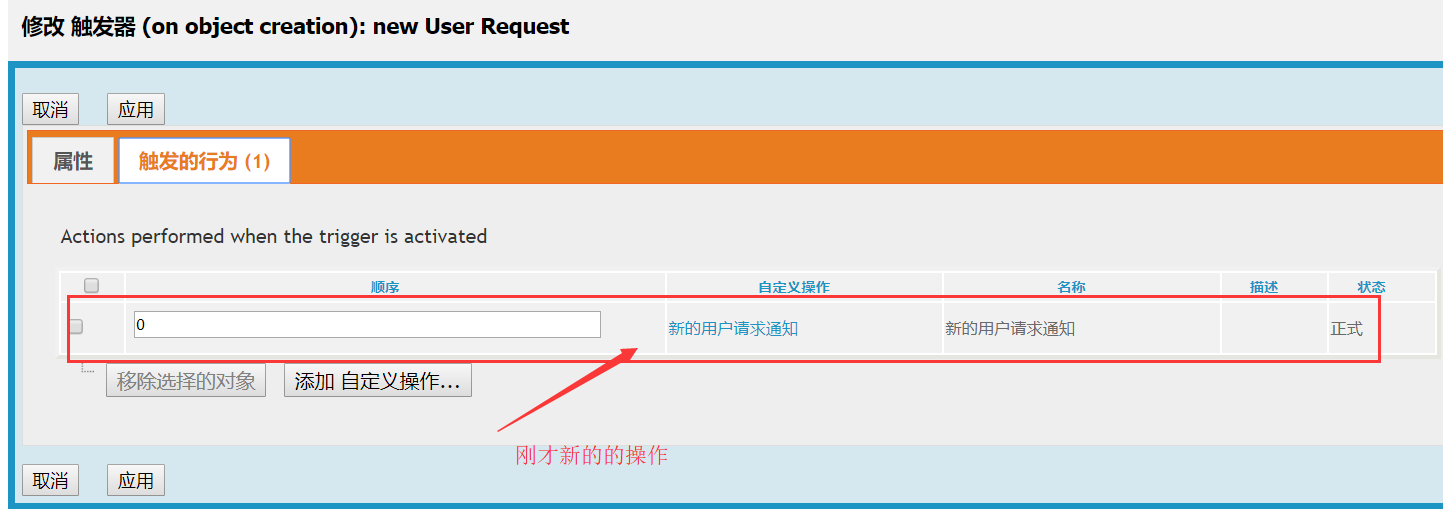
I

3、新建出发器并绑定操作





4绑定操作



5、发送邮件测试，在 服务台—>**All open requests 查看**

**六、profile 角色用户描述翻译**

1、直接修改表 priv\_urp\_profiles

1.1 清空priv\_urp\_profiles现有表数据

#mysql –uroot –p

Mysql > use itop;

TRUNCATE `priv\_urp\_profiles`; 执行前最好备份下表

执行以下SQL生成汉化的数据：

INSERT INTO `priv\_urp\_profiles` (`id`, `name`, `description`) VALUES

(1, 'Administrator', '可以不受限制操作任何对象'),

(2, 'Portal user', '配置该角色的账号，不能访问除门户之外的其他功能，所有的访问将被重新定向到门户界面'),

(3, 'Configuration Manager', '负责对已受控制配置项进行文档化管理'),

(4, 'Service Desk Agent', '桌面支持,负责创建事件报告'),

(5, 'Support Agent', '负责分析和解决问题'),

(6, 'Problem Manager', '分析和解决当前问题的人'),

(7, 'Change Implementor', '负责执行变更'),

(8, 'Change Supervisor', '负责监控变更的整个生命周期'),

(9, 'Change Approver', '负责审批变更'),

(10, 'Service Manager', '负责服务交付给客户(内部)'),

(11, 'Document author', '负责文档编写'),

(12, 'Portal power user', '在授予其他角色的基础上，可以通过门户来访问所有的事件单');