

DOCUMENTATION ITOP



Qu'est-ce que iTop Easy Service Management :

iTop Easy Service Management est une solution open-source de gestion des services informatiques (ITSM). Elle centralise la gestion des actifs IT, des tickets (incidents, demandes, changements), des contrats, et des SLA. L'outil propose un catalogue de services, des rapports personnalisés et une interface configurable. Flexible, économique et extensible grâce à sa communauté, iTop convient aux entreprises de toutes tailles pour optimiser leurs processus IT.

Documentation technique :

Adresse IP : `address 172.20.98.63/16`

Installation du paquet php :

```
apt-get update
apt-get -y install lsb-release ca-certificates curl
curl -sSLo /tmp/debsuryorg-archive-keyring.deb
Fait par Hadjab Zineddine
```

```
https://packages.sury.org/debsuryorg-archive-keyring.deb
dpkg -i /tmp/debsuryorg-archive-keyring.deb
sh -c 'echo "deb [signed-by=/usr/share/keyrings/deb.sury.org-
php.gpg] https://packages.sury.org/php/ $(lsb_release -sc) main" >
/etc/apt/sources.list.d/php.list'
apt-get update
apt install php8.3
```

Installation du paquet mariadb :

```
apt-get install apt-transport-https curl
mkdir -p /etc/apt/keyrings
curl -o /etc/apt/keyrings/mariadb-keyring.gpg
'https://mariadb.org/mariadb\_release\_signing\_key.gpg'
nano /etc/apt/sources.list.d/mariadb.sources
(copier coller (voir site mariadb)):
```

```
# MariaDB 11.4 repository list - created 2025-01-13 07:58 UTC
```

```
# https://mariadb.org/download/
```

```
X-Repolib-Name: MariaDB
```

```
Types: deb
```

```
# deb.mariadb.org is a dynamic mirror if your preferred mirror goes
offline. See https://mariadb.org/mirrorbits/ for details.
```

```
# URIs: https://deb.mariadb.org/11.4/debian URIs:
https://mirrors.ircam.fr/pub/mariadb/repo/11.4/debian
```

```
Suites: bookworm
```

```
Components: main
```

```
Signed-By: /etc/apt/keyrings/mariadb-keyring.gpg
```

```
apt-get update
apt-get install mariadb-server
```

Mise en place de la base de données avec utilisateur :

```
mysql -u root
CREATE DATABASE itopdb;
```

Fait par Hadjab Zineddine

```
CREATE USER 'itopuser1'@'localhost' IDENTIFIED BY 'itop123';
GRANT ALL PRIVILEGES ON itopdb.* TO 'itopuser1'@'localhost';
FLUSH PRIVILEGES;
```

Installation de itop :

apt-get update

apt-get install libapache2-mod-php php-mysql php-cli php-json graphviz php-xml
php-gd php-zip php-curl php-soap php-mbstring php-apcu php-ldap php-imap

```
wget https://sourceforge.net/projects/itop/files/latest/download -O
/tmp/itop.zip
apt install unzip
unzip /tmp/itop.zip "web/*" -d /var/www/html/itop
mv /var/www/html/itop/web/* /var/www/html/itop
rmdir /var/www/html/itop/web
apt install acl
setfacl -dR -m u:"www-data":rwX /var/www/html/itop/data /var/www/html/itop/log
setfacl -R -m u:"www-data":rwX /var/www/html/itop/data /var/www/html/itop/log
setfacl -m u:"www-data":rwX /var/www/html/itop/
mkdir /var/www/html/itop/env-production /var/www/html/itop/env-production-
build /var/www/html/itop/env-test /var/www/html/itop/env-test-build
chown www-data: /var/www/html/itop/conf /var/www/html/itop/env-production
/var/www/html/itop/env-production-build /var/www/html/itop/env-test
/var/www/html/itop/env-test-build
a2dismod php8.3
a2enmod php8.3
service apache2 restart
```

Installation via interface web (“@IP/itop” pour lancer l’installation) :

itop. Welcome to iTop version 3.2.0-2

iTop Installation Wizard

Prerequisites validation: 1 Warning(s) and 1 Security issue ▾ [SHOW DETAILS](#)

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itop. Install or Upgrade choice

What do you want to do?

- ☒ Install a new iTop
- ☐ Upgrade an existing iTop instance

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Components of iTop

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fraprael, © Chris Scott is licensed under the **MIT license**. ([Details](#))
jQuery Timerslider, © Trent Richardson is licensed under the **MIT license**. ([Details](#))

☒ I accept the terms of the licenses of the 103 components mentioned above.

European General Data Protection Regulation

iTop software is compliant with the processing of personal data according to the European General Data Protection Regulation (GDPR).

By installing iTop you agree that some information will be collected by Combodo to help you manage your instances and for statistical purposes. This data remains anonymous until it is associated to a user account on iTop Hub.

List of collected data available in our [Data privacy section](#).

☒ I accept the processing of my personal data

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itop. Database Configuration

Configuration of the database connection:

Database Server Connection

Server Name: ?

Login: ?

Password:

▼ Use TLS encrypted connection

Success: Database server connection ok.

Database

☐ Create a new database:

☒ Use the existing database:

▼ Use shared database

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itop. Administrator Account

Definition of the Administrator Account

Administrator Account

Login:	<input type="text" value="admin"/>
Password:	<input type="password" value="....."/>
Confirm password:	<input type="password" value="....."/>
Language:	<input type="text" value="French (Français)"/>

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Login/mdp : admin/admin

itop. Miscellaneous Parameters

Additional parameters

Default Language

Default Language: French (Français) ▼

Application URL

URL: http://172.20.98.63/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.

Path to Graphviz' dot application

Path: /usr/bin/dot ?

dot is present: dot - graphviz version 2.43.0 (0)

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.

☐ **Customer Portal**

Modern & responsive portal for the end-users

☒ **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

☒ **Customer Portal**

Modern & responsive portal for the end-users

☐ **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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Résultat :

The screenshot displays a web application interface for 'Gestion des demandes' (Request Management). The browser address bar shows '172.20.98.63/itop/pages/Ui.php' and 'Non sécurisé'. The page title is 'Bienvenue'. The dashboard features a sidebar with navigation icons and a main content area with several widgets.

Widgets:

- Cls** (Card)
- Processus métier**: 0, + Créer
- Solution applicative**: 4, + Créer
- Contact**: 39, + Créer
- Lieu**: 3, + Créer
- Contrat**: 1, + Créer
- Serveur**: 4, + Créer
- Equipement réseau**: 2, + Créer

Gestion des demandes
Demandes en cours

Statut Legend:

- Nouveau (0)
- Assignée (0)
- Escalade tto (0)
- Escalade ttr (0)
- Résolue (0)

Mes appels support
Total: 0 éléments.

Demande Utilisateur	Titre	Client	Demandeur	Date de début	Etat	Agent
Pas de résultat						