


ITOP WIZARD

1. Validación de Requisitos / Requirements Validation

 Welcome to iTop version 3.2.0-2

iTop Installation Wizard

Prerequisites validation: Ok [SHOW DETAILS](#)

CONTINUE

OK para proseguir
OK to continue

2. INSTANCIA / INSTANCE

 Install or Upgrade choice

What do you want to do?


☒ Install a new iTop

☐ Upgrade an existing iTop instance

BACK NEXT

Seleccionar "Install a new iTop" excepto que ya lo tenga instalado. En ese caso "Upgrade"
Select "Install a new iTop" unless you already have it installed. In that case "Upgrade"

3. TERMINOS Y CONDICIONES / TERMS AND CONDITIONS

 License Agreement

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☒ 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

BACK

NEXT

Marcar las dos casillas para aceptar los Términos y Condiciones
Check both boxes to accept the Terms and Conditions

4. CREDENCIALES / CREDENTIALS: DB

 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

BACK

NEXT

Seleccionar, localhost (o la IP donde se encuentra iTop) y las credenciales de la DB. Aparecerá el mensaje "Success: Use TLS encrypted connection" y en "Database" elegir crear una nueva DB y darle nombre o elegir o una existente. MySQL por defecto.
Select localhost (or the IP where iTop is located) and the DB credentials. The message "Success: Use TLS encrypted connection" will appear and in "Database" choose to create a new DB and give it a name or choose an existing one. MySQL by default.

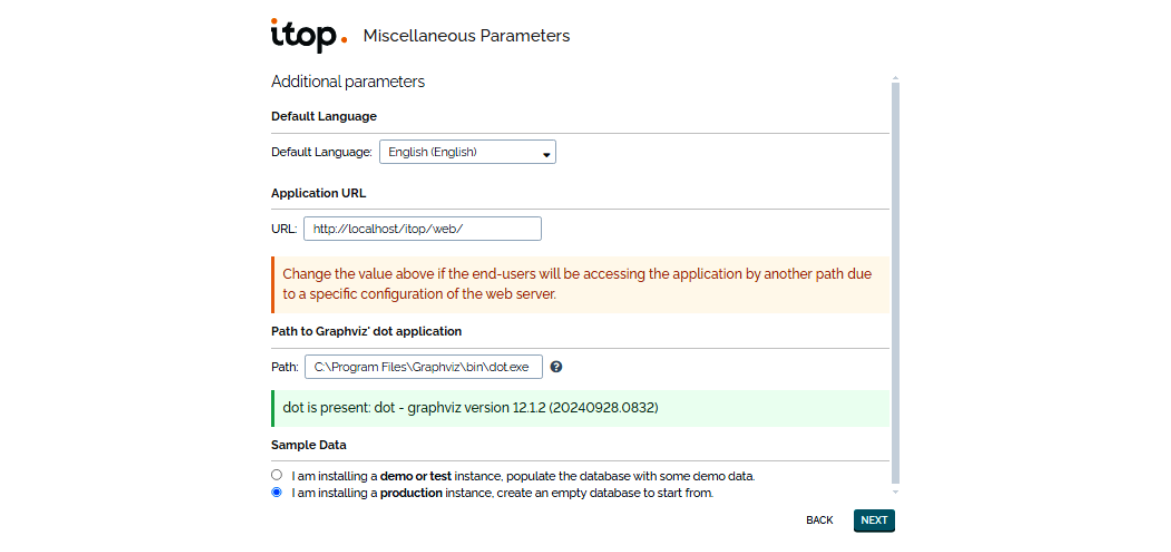
5. CREDENCIALES / CREDENTIALS: USER



The screenshot shows the 'iTop Administrator Account' setup page. It includes the iTop logo and the title 'Administrator Account'. Below this is the section 'Definition of the Administrator Account'. The form contains four fields: 'Login' with the value 'admin', 'Password' with masked characters '*****', 'Confirm password' with masked characters '*****', and 'Language' with a dropdown menu set to 'English (English)'. At the bottom right, there are 'BACK' and 'NEXT' buttons.

Elegir usuario y contraseña para ingresar a iTop y su idioma de preferencia
Choose a username and password to enter iTop and your preferred language


6. PARAMETROS ADICIONALES / ADDITIONAL PARAMETERS




The screenshot shows the 'iTop Miscellaneous Parameters' setup page. It includes the iTop logo and the title 'Miscellaneous Parameters'. Below this is the section 'Additional parameters'. The form contains three sections: 'Default Language' with a dropdown menu set to 'English (English)', 'Application URL' with a text field containing 'http://localhost/itop/web/' and a warning message '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.', and 'Path to Graphviz: dot application' with a text field containing 'C:\Program Files\Graphviz\bin\dot.exe' and a status message 'dot is present: dot - graphviz version 12.1.2 (20240928.0832)'. At the bottom, there is a 'Sample Data' section with two radio buttons: 'I am installing a demo or test instance, populate the database with some demo data.' (selected) and 'I am installing a production instance, create an empty database to start from.'. At the bottom right, there are 'BACK' and 'NEXT' buttons.

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

7. CONFIGURACIÓN / CONFIGURATION

 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.

BACK NEXT

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

8. SERVICIOS / SERVICES

 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.

BACK NEXT

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

9. TICKETS

 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


BACK

NEXT

Configuración por defecto. No modificar el contenido de esta ventana, excepto si va a usar ITIL
Default settings. Do not modify the content of this window unless you are using ITIL

10. TIPOS DE TICKETS / TYPES OF TICKETS

 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


BACK

NEXT

Configuración por defecto. No modificar el contenido de esta ventana, excepto si va a usar ITIL
Default settings. Do not modify the content of this window unless you are using ITIL

11. FAQ Y MANEJO DE PROBLEMAS / FAQ AND TROUBLESHOOTING

 Additional ITIL tickets



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

☐

Known Errors Management and FAQ
Select this option to track "Known Errors" and FAQs in iTop.

☐


Problem Management
Select this option track "Problems" in iTop.

BACK

NEXT

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

12. COMENZANDO LA INSTALACIÓN / STARTING THE INSTALLATION

 Ready to install

iTop version 3.2.0-2 is about to be installed into the **new** database **itop** on the server **localhost**.

Installation Parameters

✓ Database Parameters

✓ Data Model Configuration

✓ Other Parameters


✓ Administrator Account

BACK

INSTALL

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

13. INSTALANDO ITOP / INSTALLING ITOP

 Ready to install

iTop version 3.2.0-2 is about to be installed into the **new** database **itop** on the server **localhost**.

Progress of the installation

Compiling the data model

20 %

[BACK](#) [INSTALL](#)

Configuración por defecto. No modificar el contenido de esta ventana
Default settings. Do not modify the content of this window

14. FIN DE LA INSTALACIÓN / END OF INSTALLATION

 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

Enhance your iTop experience, [join the iTop Hub Community](#) online !


Get extensions!

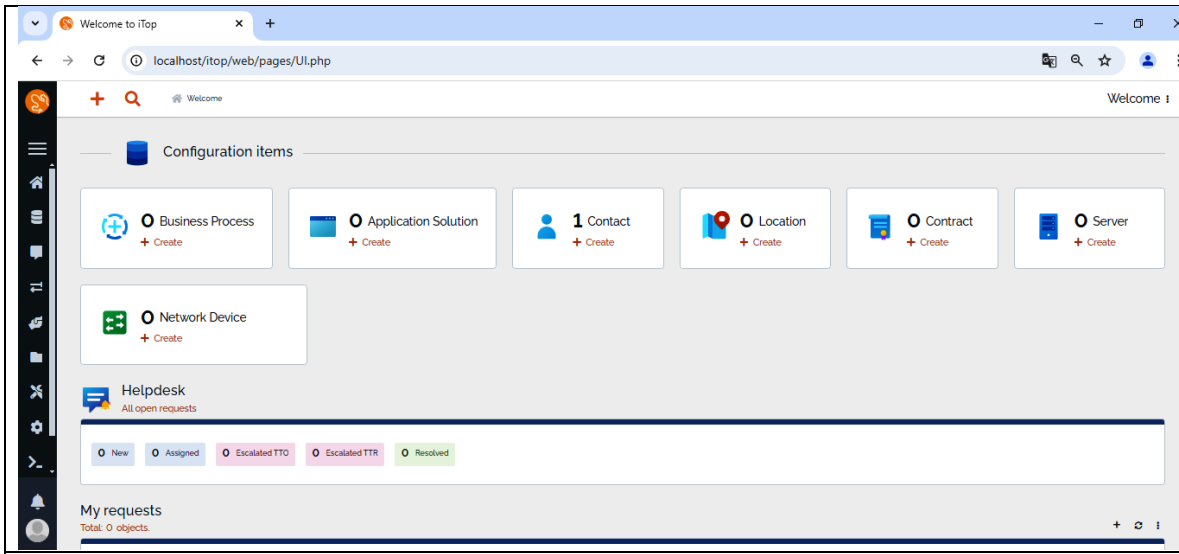

Find documentation


Professional Services

[ENTER ITOP](#)

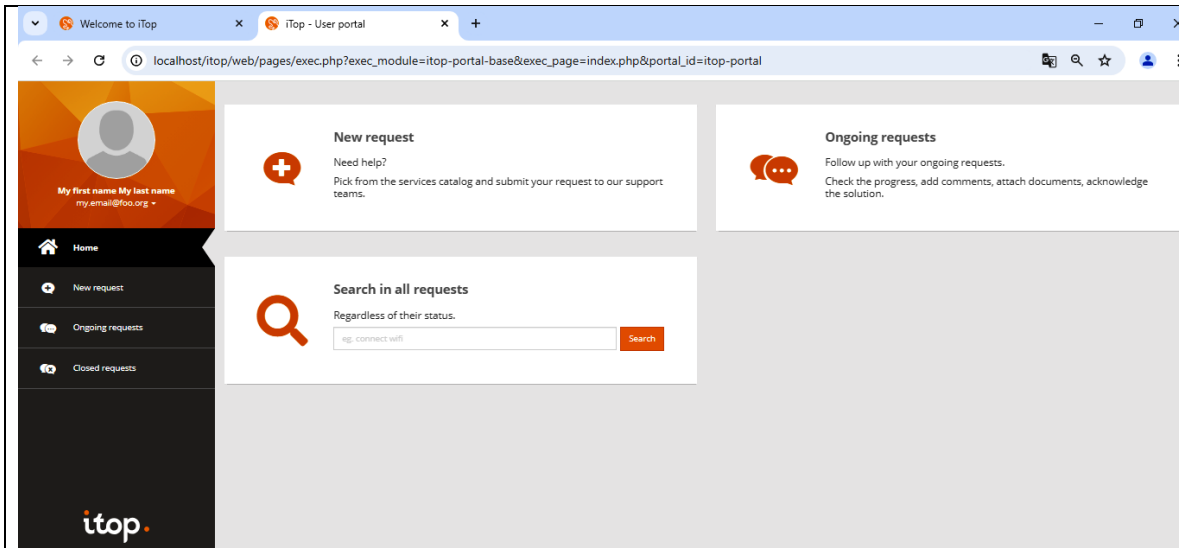
Pulse ENTER ITOP para ingresar al portal
Press ENTER ITOP to enter the portal

15. INGRESO POR PRIMERA VEZ A ITOP / FIRST TIME ENTERING ITOP



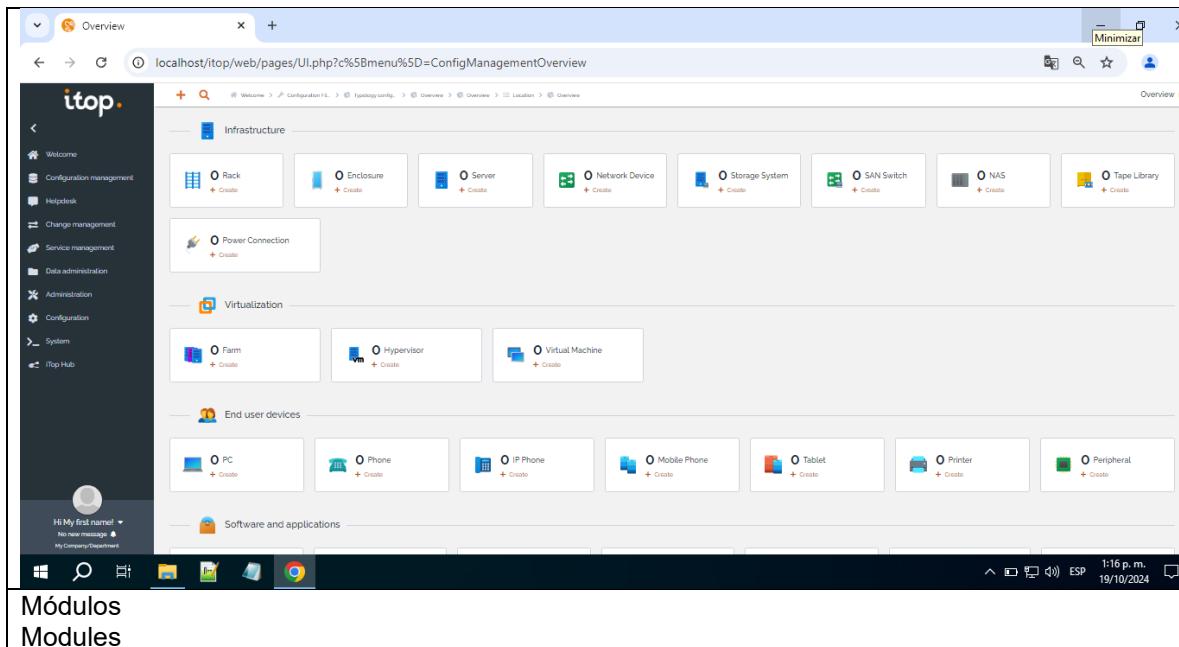
Estructura del sitio
Site structure

16. SOLICITUDES / REQUESTS



Solicitudes
Request

17. MODULOS / MODULES



18. CREDENCIALES / CREDENTIALS

