

iTop 2.0.X 至 2.1.0 升级手册

ITIL 先锋论坛---水星人 2014/12/24

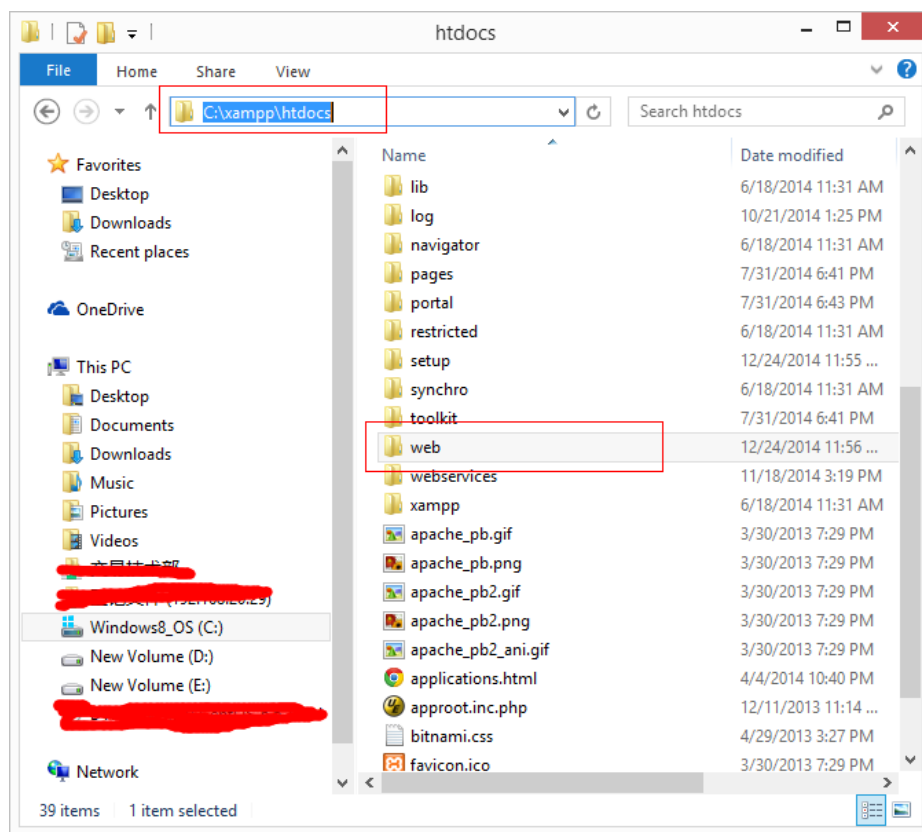
1. 下载安装包并解压

<http://hivelocity.dl.sourceforge.net/project/itop/itop/2.1.0/iTop-2.1.0-2127.zip>

备份所有的相关文件，包括 iTop 的所有文件，数据库等。方法自行搜索

2. 解压安装包，并将 web 文件及拷贝到 Apache 的 DocumentRoot 文件夹中，注意，不可与之前老版本 iTop 的文件夹有重叠

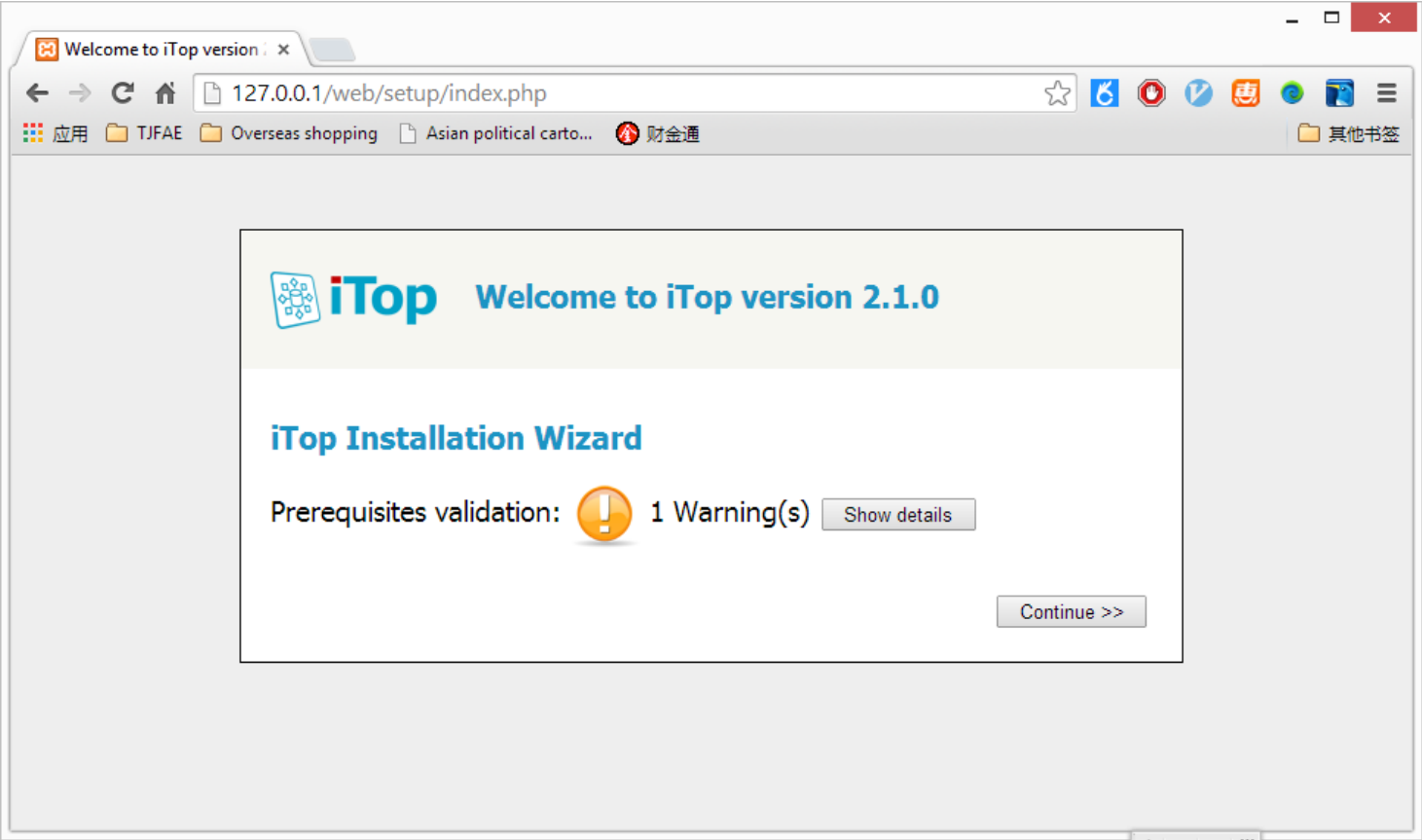
我的 DocumentRoot 是 c:\xampp\htdocs\，旧版本 iTop 就安装在这里，把新的 web 文件夹拷贝到这里



3. 开始升级安装

通过浏览器访问新创建的 web 文件夹。如果有报警记得进行检查，我这个是测试环境，LDAP 的 dll 没有安装，在此略过

点击继续




选择 upgrade an existing iTop instance, 并按实际情况输入你的 mysql 地址及相关的验证信息, 通过后在 Database 中选择旧版 iTop 所使用的数据库。Location on the disk 可以留空。

点击下一步

Install or Upgrade choice

127.0.0.1/web/setup/index.php

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 **iTop** Install or Upgrade choice

What do you want to do?

☐ Install a new iTop

☒ Upgrade an existing iTop instance

Location on the disk:

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, SUPER, TRIGGER

Password:

Warning: MySQL server's max_allowed_packet (1048576) is not big enough. Please, consider setting it to at least 2097652.

Database

Database Name:

Use a prefix for the tables:

☐ Backup the iTop database before upgrading

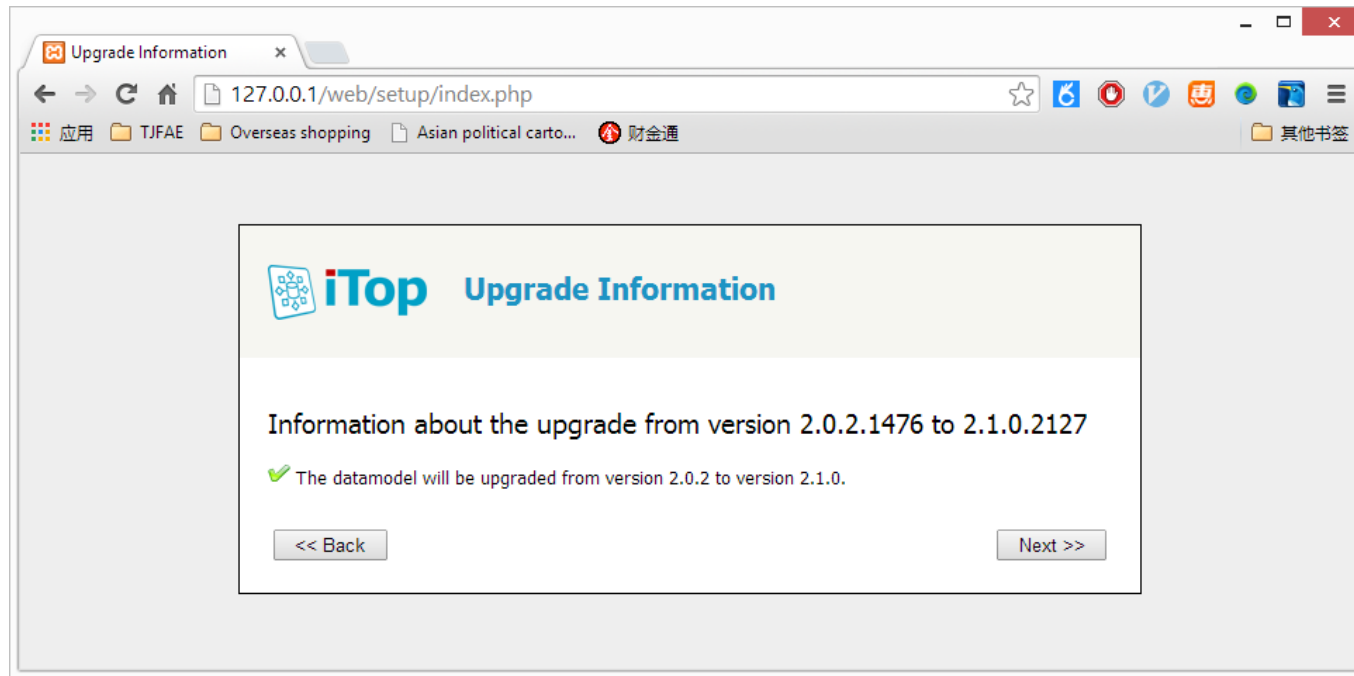
Save the backup to:

Warning: mysqldump could not be found: 'mysqldump' is not recognized as an internal or external command, operable program or batch file. - Please make sure it is installed and in the path.

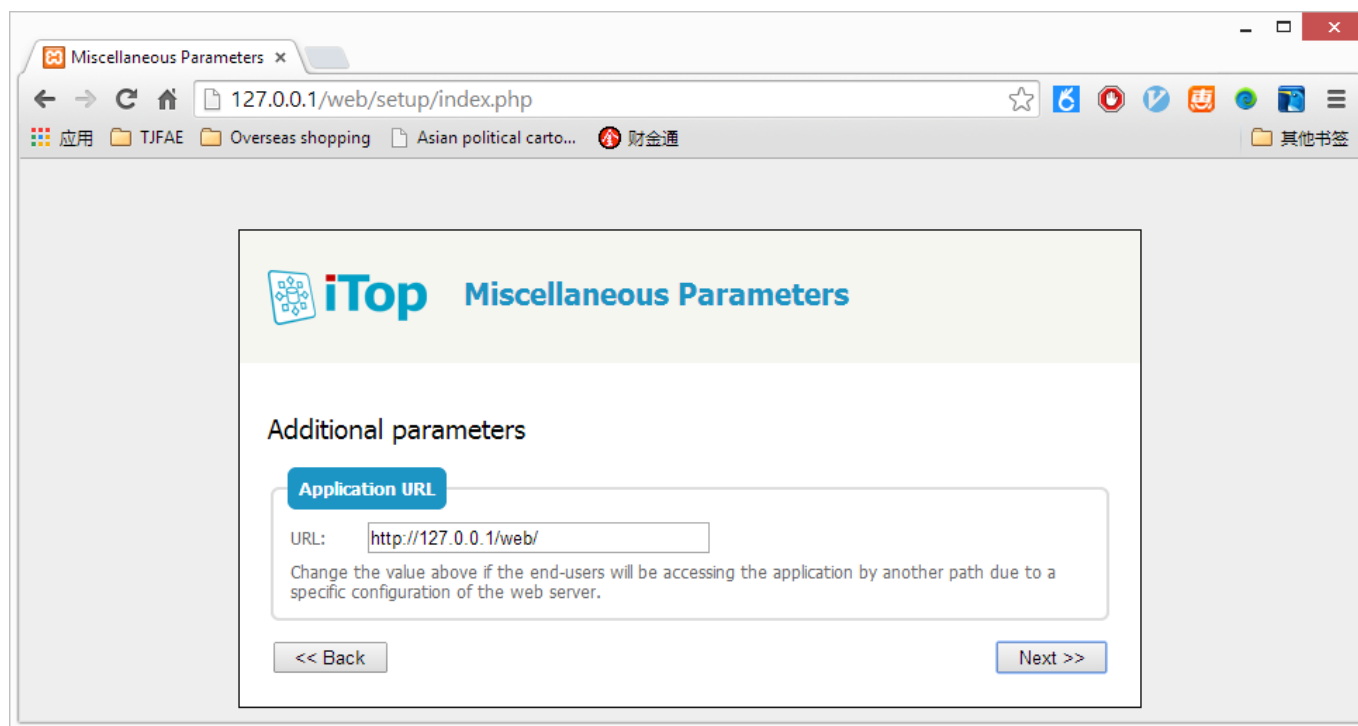
<< Back

Next >>

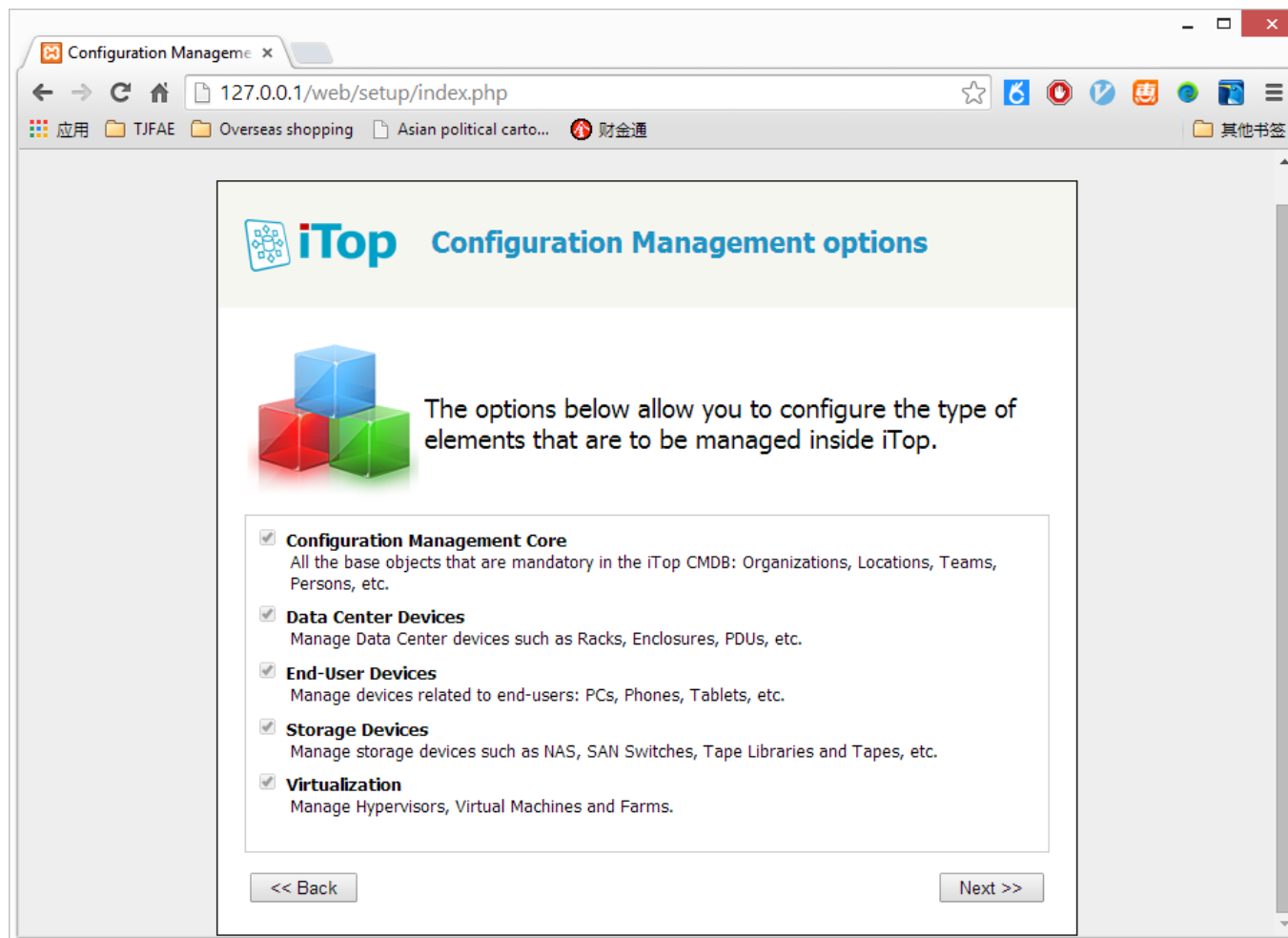
下一步



下一步




还是下一步




Service Management opti

127.0.0.1/web/setup/index.php

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 **Service Management options**



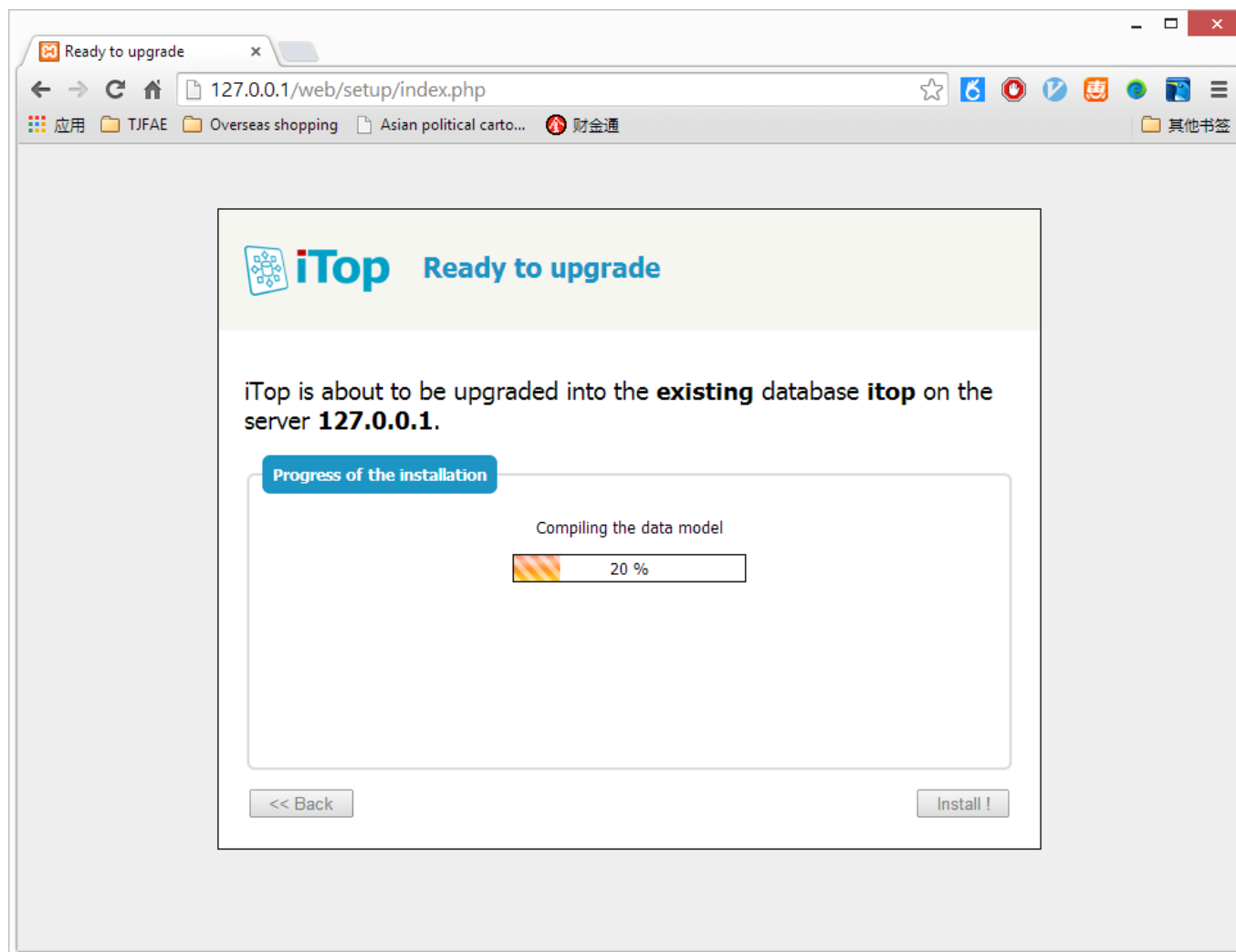
Select the choice that best describes the relationships between the services and the IT infrastructure in your IT environment.

☒ **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.

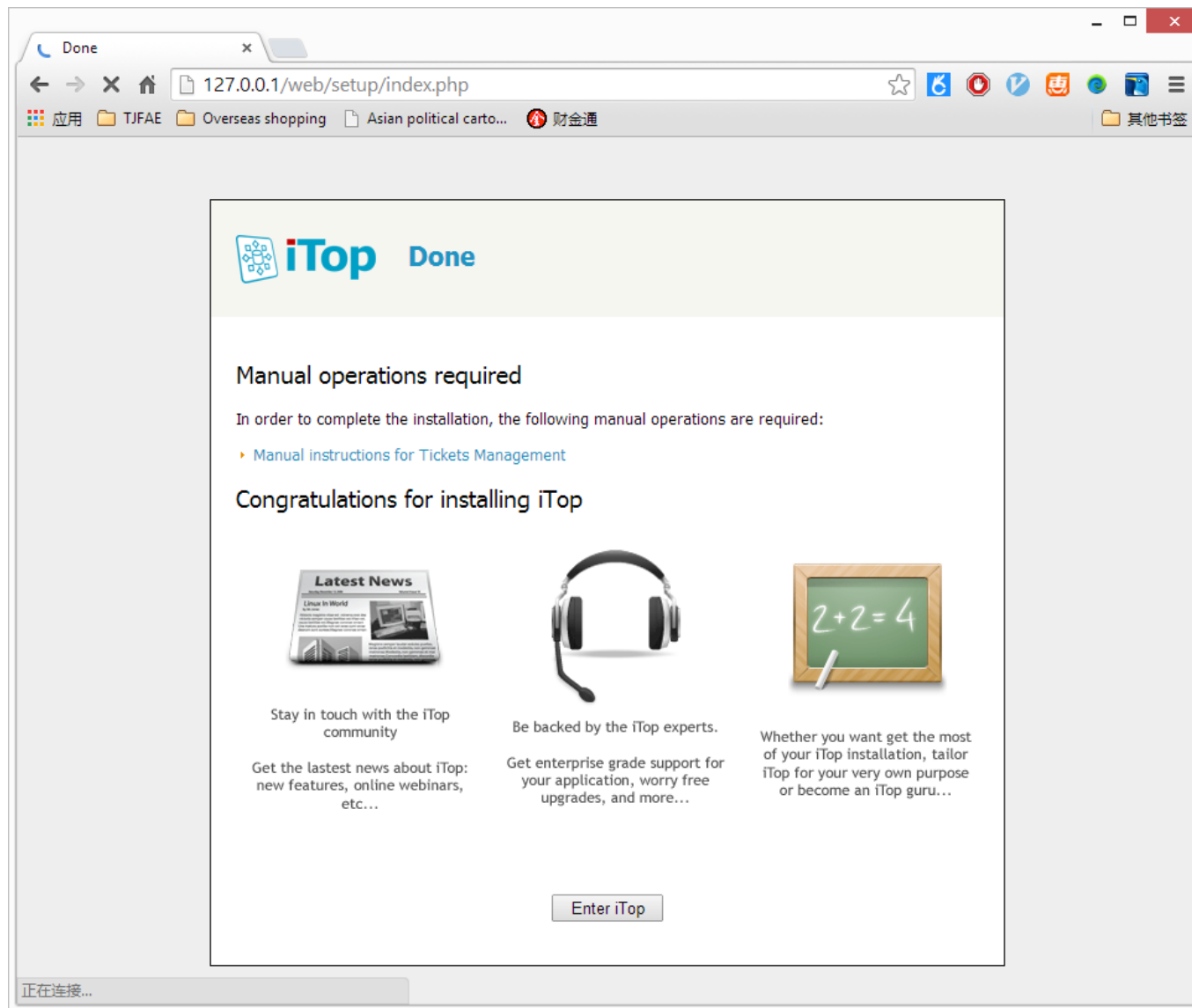
☐ **Service Management for Service Providers**
Select this option if the IT manages the infrastructure of independent customers. This is the most flexible model, since the services can be delivered with a mix of shared and customer specific infrastructure devices.

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至此安装完成。上边略过了一些截图，自行发挥想象，都是下一步下一步。点击进入。




登陆成功！

Welcome to iTop

127.0.0.1/web/pages/UI.php?c%5Bmenu%5D=WelcomeMenuPage

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All Organizations

Welcome

- Welcome
- My Shortcuts

Configuration Management

Helpdesk


Incident Management

Change management

Service Management


Data administration


Admin tools




Your Search

Configuration items

 Business Process: 0

 Application Solution: 0

 Contact: 58

Create a new Business Process


Create a new Application Solution


Create a new Contact


Search for Business Process objects


Search for Application Solution objects

Search for Contact objects

 Location: 3

 Contract: 3

 Server: 13

 Network Device: 16

Create a new Location

Create a new Contract

Create a new Server


Create a new Network Device

Search for Location objects

Search for Contract objects


Search for Server objects

Search for Network Device objects

 **Service Requests**

Open Requests - 12

Assigned	Escalated TTO	Escalated TTR	New	Resolved
3	-	9	-	-

 **Incidents**

Open Incidents - 0

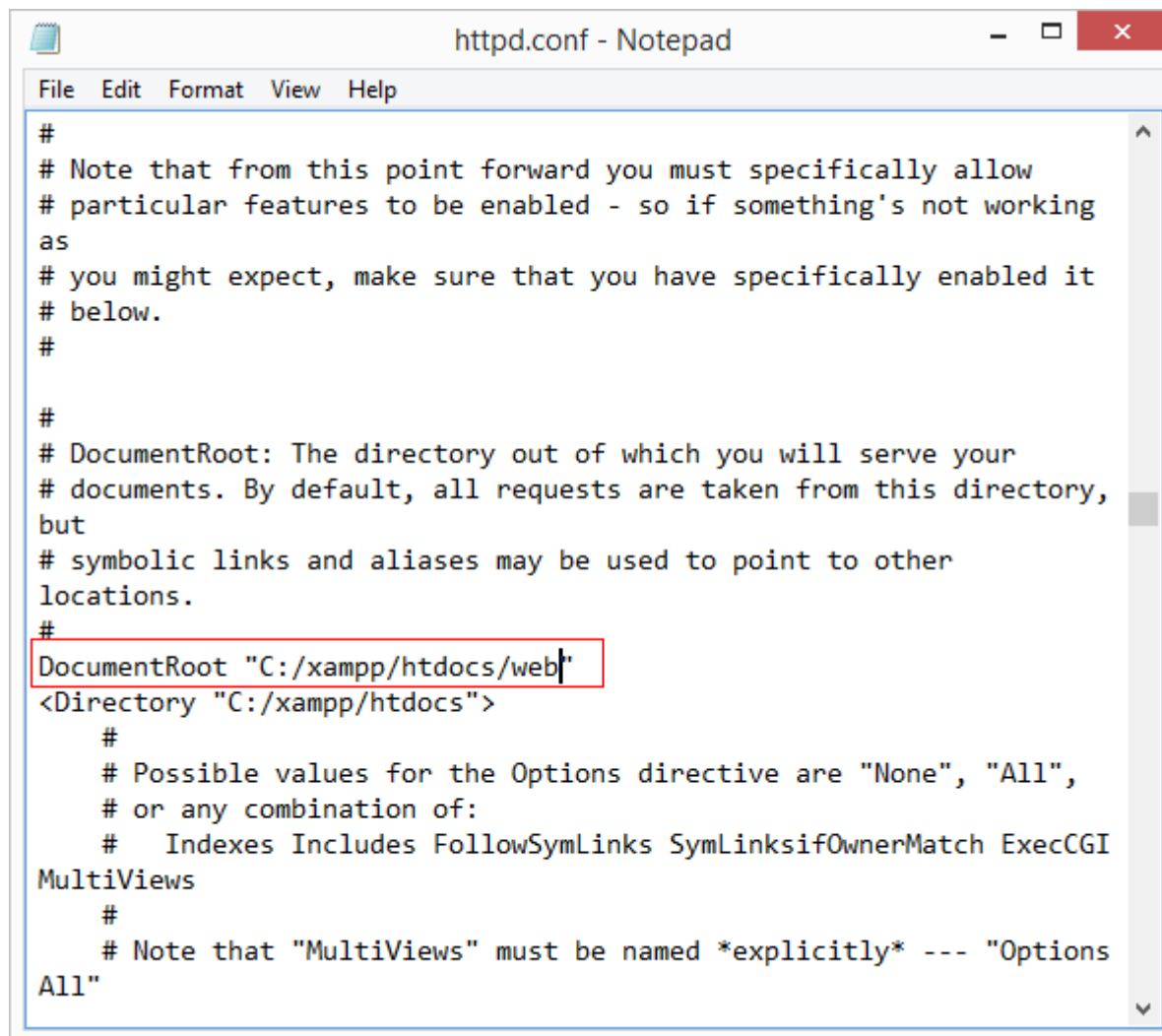
Assigned	Escalated TTO	Escalated TTR	New	Pending
-	-	-	-	-

My requests

No object to display.

Create a new User Request

编辑 `httpd.conf` , 将 `documentroot` 指向新的位置



```
#
# Note that from this point forward you must specifically allow
# particular features to be enabled - so if something's not working
# as
# you might expect, make sure that you have specifically enabled it
# below.
#

#
# DocumentRoot: The directory out of which you will serve your
# documents. By default, all requests are taken from this directory,
# but
# symbolic links and aliases may be used to point to other
# locations.
#
DocumentRoot "C:/xampp/htdocs/web/"
<Directory "C:/xampp/htdocs">
    #
    # Possible values for the Options directive are "None", "All",
    # or any combination of:
    #   Indexes Includes FollowSymLinks SymLinksifOwnerMatch ExecCGI
MultiViews
    #
    # Note that "MultiViews" must be named *explicitly* --- "Options
All"
```

编辑 config-itop.php,将 app_root_url 更改为原有地址，注意，后边的那个 “/” 不可少

```
18 'access_mode' => 3,
19
20 'allowed_login_types' => 'form|basic|external',
21
22 // apc_cache.enabled: If set, the APC cache is allowed (the PHP extension must also be active)
23 // default: true
24 'apc_cache.enabled' => true,
25
26 // apc_cache.query_ttl: Time to live set in APC for the prepared queries (seconds - 0 means no 1
27 // default: 3600
28 'apc_cache.query_ttl' => 3600,
29
30 // app_root_url: Root URL used for navigating within the application, or from an email to the a
31 // default: ''
32 'app_root_url' => 'http://127.0.0.1/web/', 更改为 http://127.0.0.1/
33
34 // buttons_position: Position of the forms buttons: bottom | top | both
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'
40 'cas_include_path' => '/usr/share/php',
41
42 // cron_max_execution_time: Duration (seconds) of the page cron.php, must be shorter than php s
43 // default: 600
44 'cron_max_execution_time' => 600,
45
46 // csv_file_default_charset: Character set used by default for downloading and data a:
```

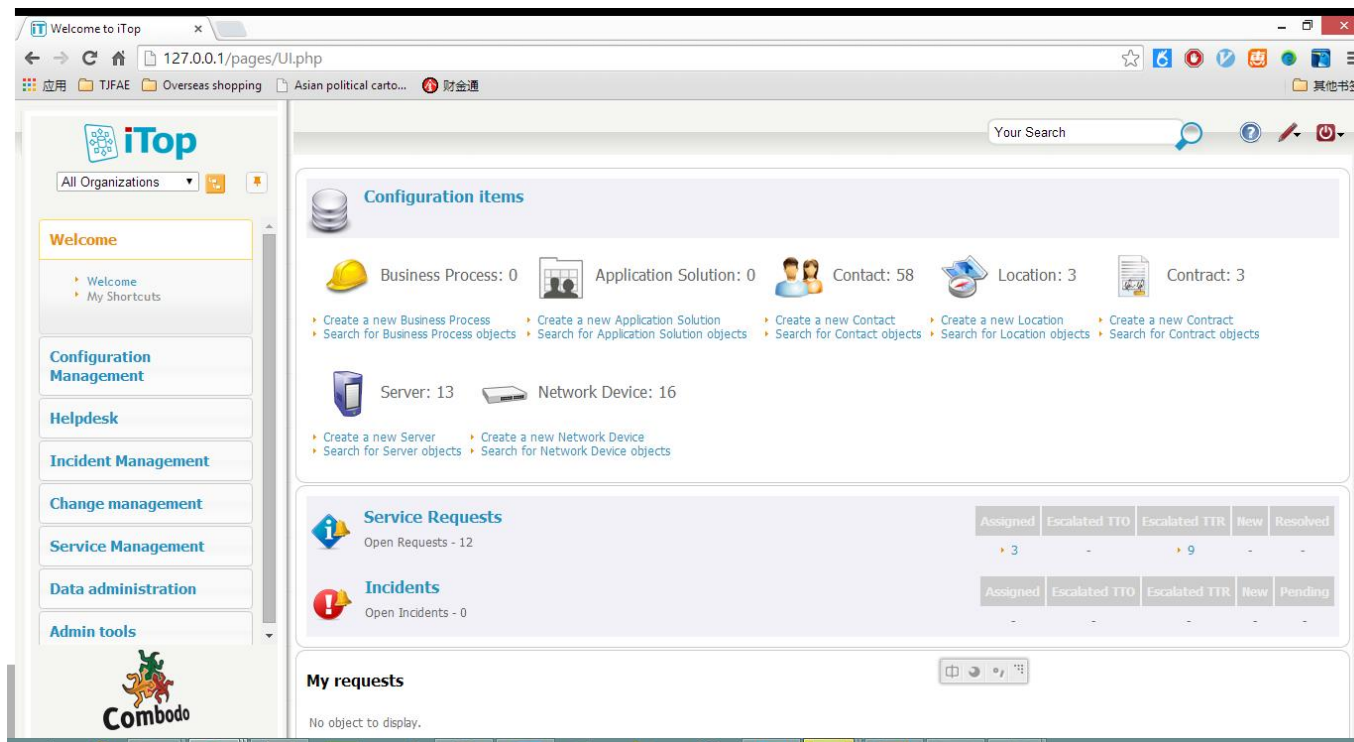
访问原有网址进行测试。

对 cron.php 进行再次检查，看是否能够正确运行

若你没有对 Itop 进行过自定义或安装过插件，升级工作至此结束

如果要启用新版本的自动备份功能，还需要对 config-itop.php 进行一些编辑，此处不表。

如果有自定义或安装插件继续向下



4. 安装 Toolkit 并还原相关的自定义配置

相关方法和新安装一样，注意保留好之前的自定义配置文件（在\extensions 目录下）

5. 测试

6. 清理原有旧版本的相关文件