

iTop 自定义开发教程

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目标

在 UserRequest 中增加一个非必填项 Note，并在页面进行显示

一、操作前准备

- a) 备份相关数据库，并确保你的操作是在测试环境中进行
- b) 如果在虚拟机下，建议对整个服务器进行快照，以备不时之需

二、安装 Toolkit 并生成空白 DataModule

- a) 安装 Toolkit

参考

https://wiki.openitop.org/doku.php?id=2_1_0:customization:start#creating_a_module

Installing the Toolkit 一节

- b) 生成空白 DataModule

https://wiki.openitop.org/doku.php?id=2_1_0:customization:start#creating_a_module

Creating a module

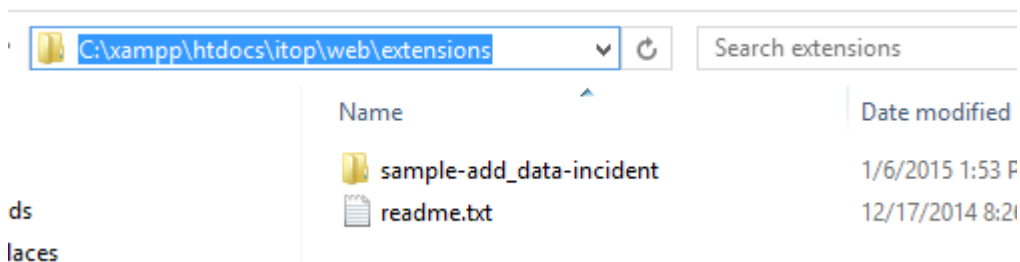
Fill the form below and click on "Generate" to generate an empty module as the starting point for your customization:

| | | |
|---|---|--|
| Module Name: | <input type="text" value="sample-add_data-incident"/> | (must be unique. Names starting with "itop-" and "combodo-" are reserved for use by Combodo) |
| Module Label: | <input type="text" value="sample-add_data-incident"/> | (Displayed during the setup) |
| Module Version: | <input type="text" value="1.0.0"/> | |
| Category: | <input type="text" value="business"/> | |
| Dependencies: | <input type="text" value="itop-request-mgmt/2.0.0"/> | (comma separated list of module names/versions) |
| <input type="button" value="Generate !"/> | | |

注意 Dependencies:

生成的空白模板将在被依赖的模块加载后进行加载，即 Dependencies 里的必须在前，空白模板在后。所以，若想对某个模块进行编辑，此处必须填写对应的模块名。所有与的模块名可在\datamodels\2.x\下找到。

- c) 将上一步生成的空白 DataModule 解压到\extensions\下



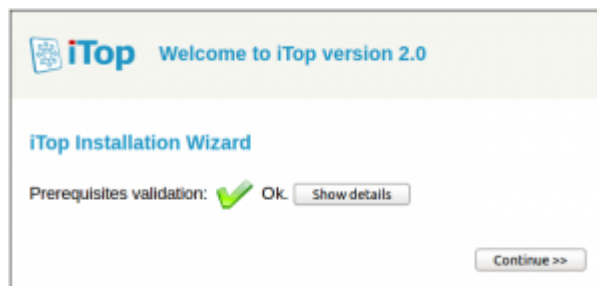
三、对 iTop 执行重新安装，以加载新生成的空白模板（以下参考官方 [wiki 文档](#)）

Install the empty module

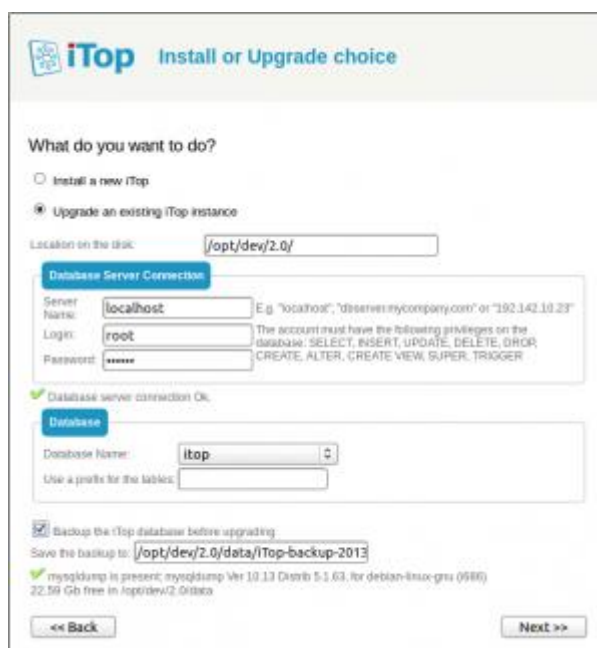
Expand the content of the zip into the extensions folder of your development iTop instance. You should now have a folder named `sample-add-attribute` inside the extensions folder. this folder contains the following files:

- `datamodel.sample-add-attribute.xml`
- `module.sample-add-attribute.php`
- `en.dict.sample-add-attribute.php`
- `model.sample-add-attribute.php`

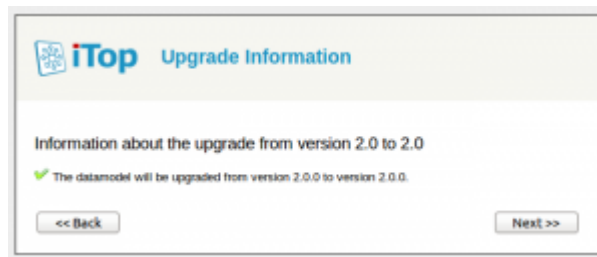
Make sure that the file `conf/production/config-itop.php` is writable for the web server (on Windows: right click to display the file properties and uncheck the read-only flag; on Linux change the rights of the file), then launch the iTop installation by pointing your browser to **`http://your_itop/setup/`**



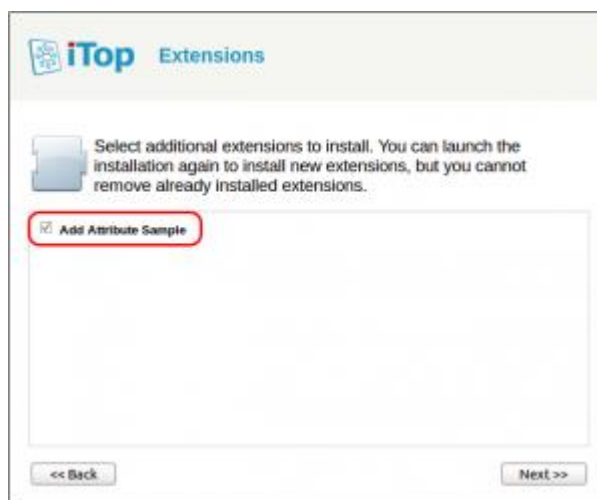
Click “Continue »” to start the re-installation.



Make sure that “Update an existing instance” is selected before clicking “Next »”.



Continue to the next steps of the wizard...



Your custom module should appear in the list of “Extensions”. If it's not the case, check that the module files were copied in the proper location and that the web server has enough rights to read them.

Select your custom module before clicking “Next »” and complete the installation.

三、编辑 `datamodel.sample-add_data-incident.xml` 文件，并保存

请注意蓝色高亮的部分，并重点体会红色字体的部分

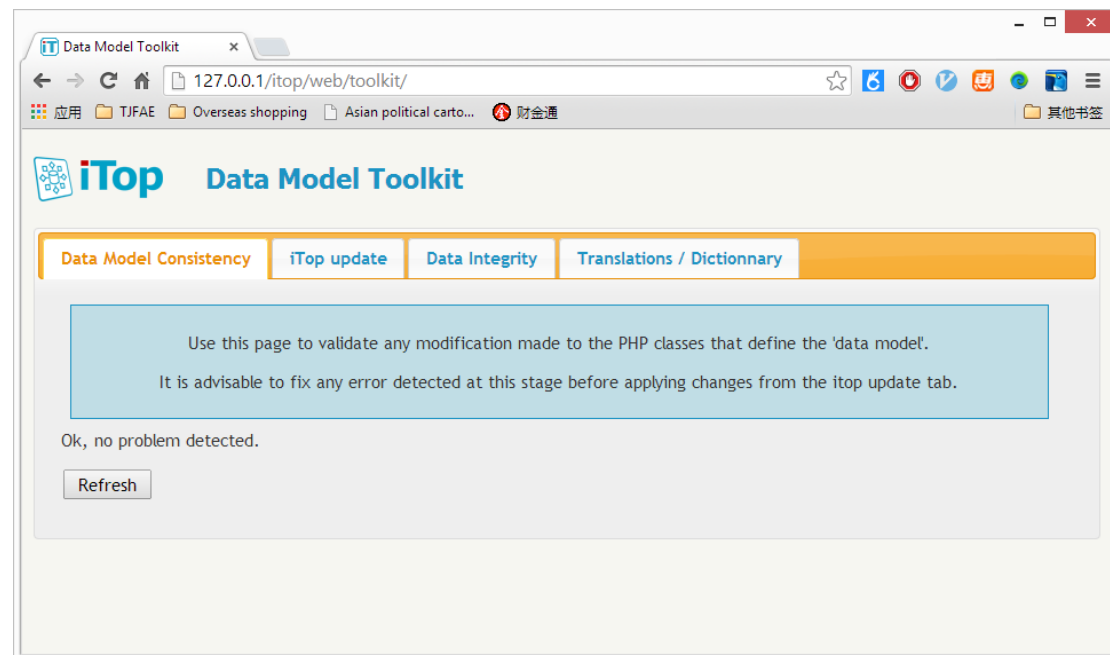
相关信息请仔细阅读

https://wiki.openitop.org/doku.php?id=2_1_0:customization:xml_reference

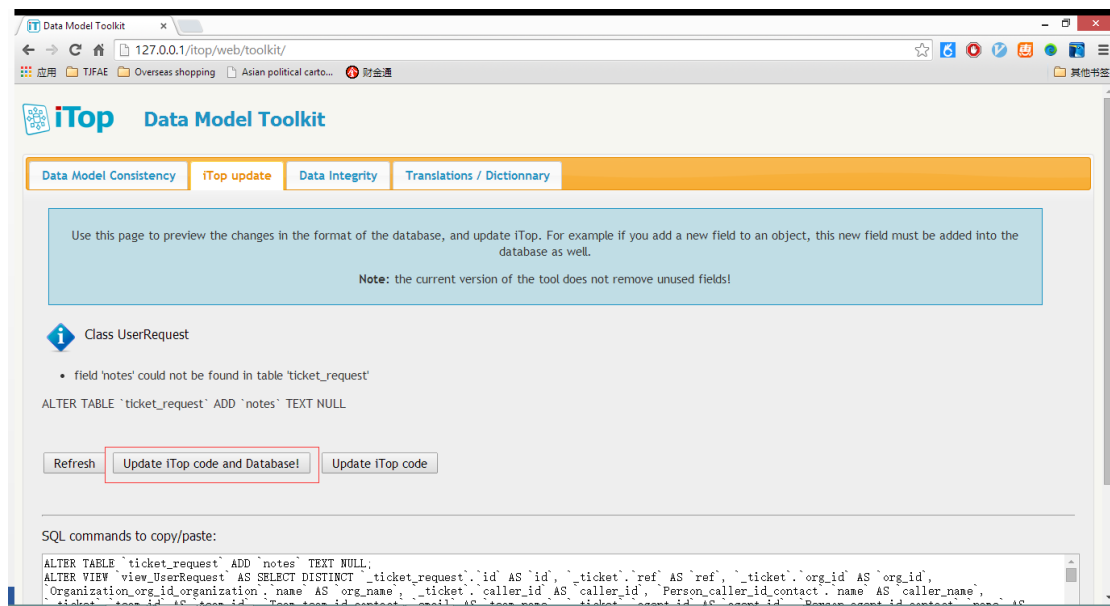
```
<?xml version="1.0" encoding="UTF-8"?>
<itop_design xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" version="1.0">
  <constants>
  </constants>
  <classes>
    <class id="UserRequest">
      <fields>
        <field id="notes" xsi:type="AttributeText" _delta="define">
          <sql>notes</sql>
          <default_value/>
        </field>
      </fields>
    </class>
  </classes>
</itop_design>
```

```
<is_null_allowed>true</is_null_allowed>
</field>
</fields>
</class>
</classes>
<menus>
</menus>
<user_rights>
  <groups>
  </groups>
  <profiles>
  </profiles>
</user_rights>
</itop_design>
```

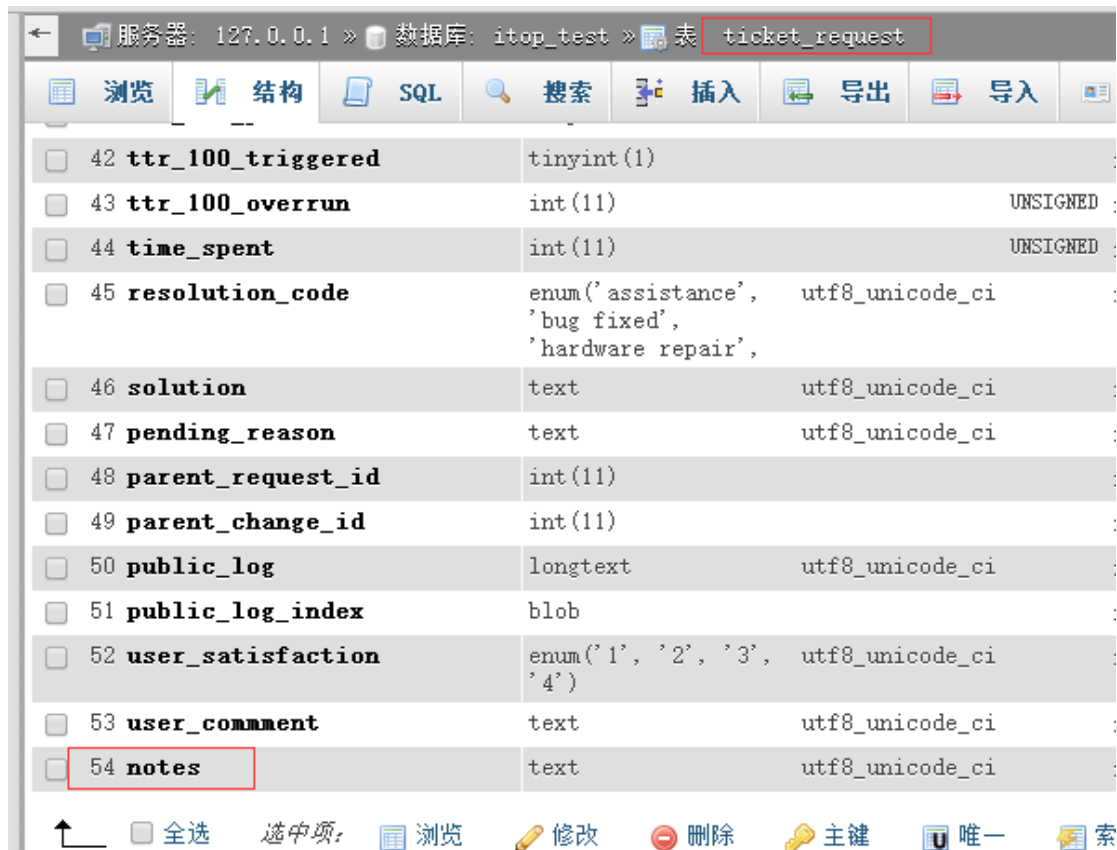
四、执行 toolkit 进行检查



无误后对数据库进行 Alter



执行完毕后，在数据库的 ticket_request 表里，你会发现增加了 notes 这个字段，类型为 text。



五、在 UserRequest 中显示 Notes

此时在 UserRequest 中还看不到 Notes，我将把它加入到如下的位置

Creation of a new User Request

Cancel Create Assign Wait for approval

Properties Cls Contacts Child Requests Work orders Attachments

General Information

Organization

Caller

Status New

Origin

Title

Description

Qualification

Request Type

Impact

Urgency

Priority low

Relations

Parent request

Parent change

Resolution

SLA report

More Information

Service

Service subcategory

Dates

Start date

Last update

TTO Deadline

Notes

Private log

打开

/datamodels/2.x/itop-request-mgmt/datamodel.itop-request-mgmt.xml

搜索 presentation

```

datamodel.itop-request-mgmt.xml x
0 10 20 30 40 50 60 70 80 90 100
1413 <type>Overload-DBObject</type>
1414 <code><![CDATA[ protected function OnUpdate()
1415 {
1416     $this->Set('last_update', time());
1417     $this->UpdateChildRequestLog();
1418 }]]></code>
1419 </method>
1420 </methods>
1421 <presentation>
1422 <details>
1423 <items>
1424 <item id="functionalcis_list">
1425 <rank>10</rank>
1426 </item>
1427 <item id="contacts_list">
1428 <rank>20</rank>
1429 </item>
1430 <item id="related_request_list">
1431 <rank>30</rank>
1432 </item>
1433 <item id="maxboxdata_list">

```

继续向下，Details 内的字段，就是在页面中显示的所有字段。继续寻找 SLA Report

TIPS: <item id="col:col1"> 代表第一列，其他的自己去体会吧

找到了 SLA Report 的部分

```
1578 <item id="user_satisfaction">
1579   <rank>40</rank>
1580 </item>
1581 <item id="user_comment">
1582   <rank>50</rank>
1583 </item>
1584 </items>
1585 </item>
1586 <item id="fieldset:Ticket:SLA">
1587   <rank>30</rank>
1588   <items>
1589     <item id="sla_tto_passed">
1590       <rank>10</rank>
1591     </item>
1592     <item id="sla_tto_over">
1593       <rank>20</rank>
1594     </item>
1595     <item id="sla_ttr_passed">
1596       <rank>30</rank>
1597     </item>
1598     <item id="sla_ttr_over">
1599       <rank>40</rank>
1600     </item>
1601   </items>
1602 </item>
```

为了美观期间，我将在 SLA Report 下设置一个新的子框，名称为 More information。同时做好备注

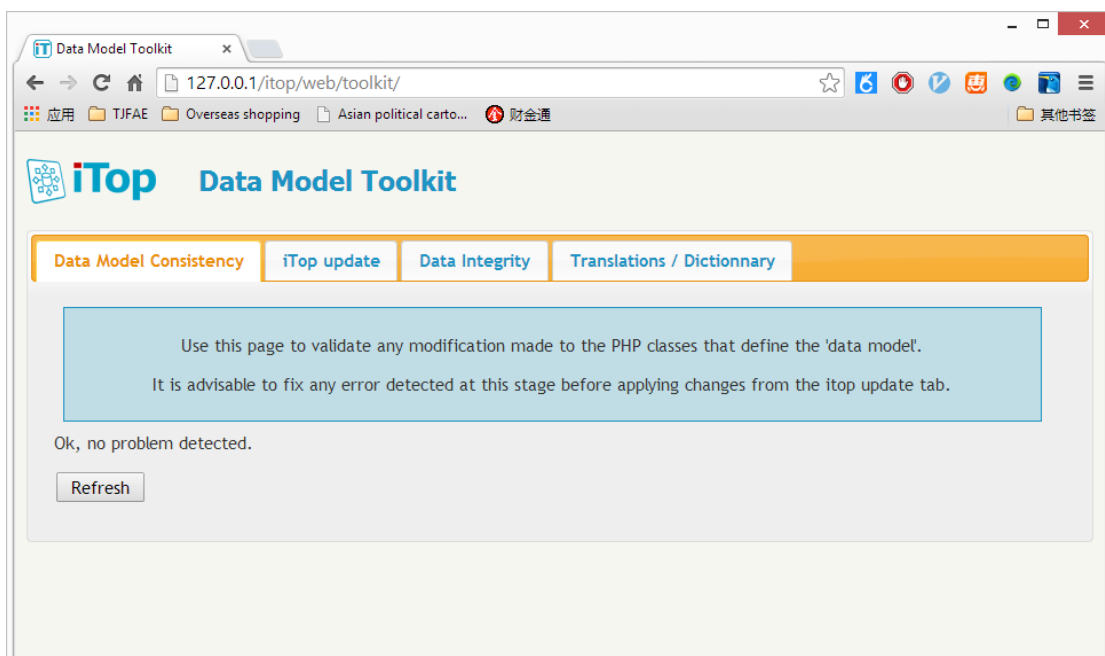
打开文件

datamodel.itop-request-mgmt.xml x en.dict.itop-request-mgmt.php

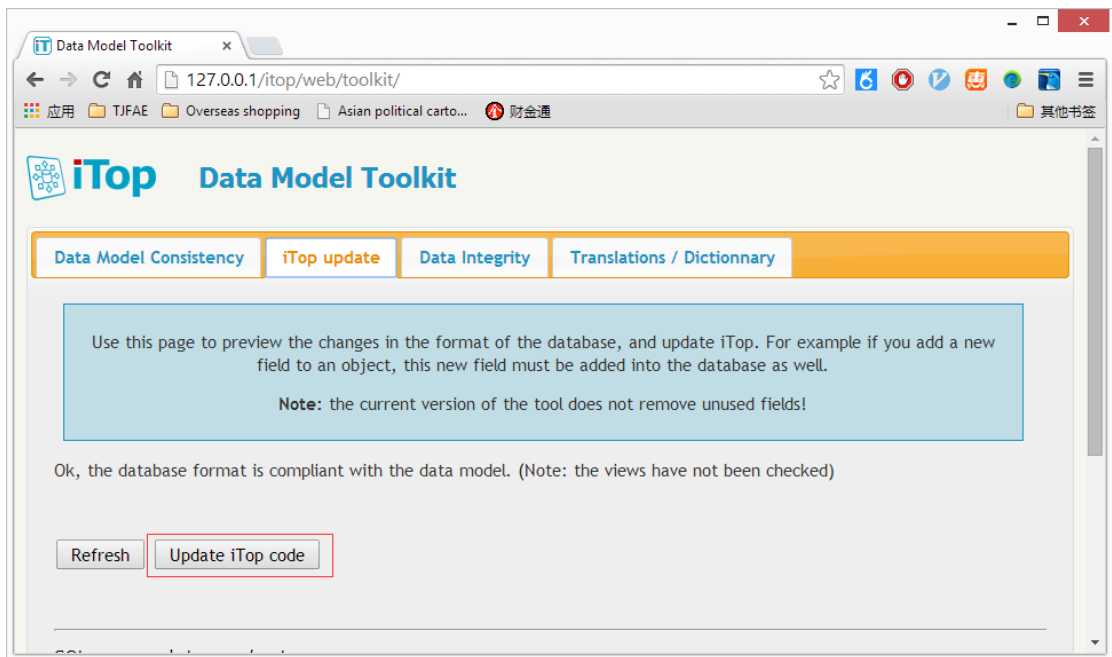
datamodel.sample-add_data-incident.xml

```
1592 <item id="sla_tto_over">
1593   <rank>20</rank>
1594 </item>
1595 <item id="sla_ttr_passed">
1596   <rank>30</rank>
1597 </item>
1598 <item id="sla_ttr_over">
1599   <rank>40</rank>
1600 </item>
1601 </items>
1602 </item>
1603 * Manual modification for display notes filed by Bionw @ 2015-1-6
1604   <item id="fieldset:Ticket:moreinfo">
1605     <rank>40</rank>
1606     <items>
1607       <item id="notes">
1608         <rank>10</rank>
1609       </item>
1610     </items>
1611   </item>
1612 * End of manual modification
1613
1614 </items>
1615 </item>
1616 </items>
```

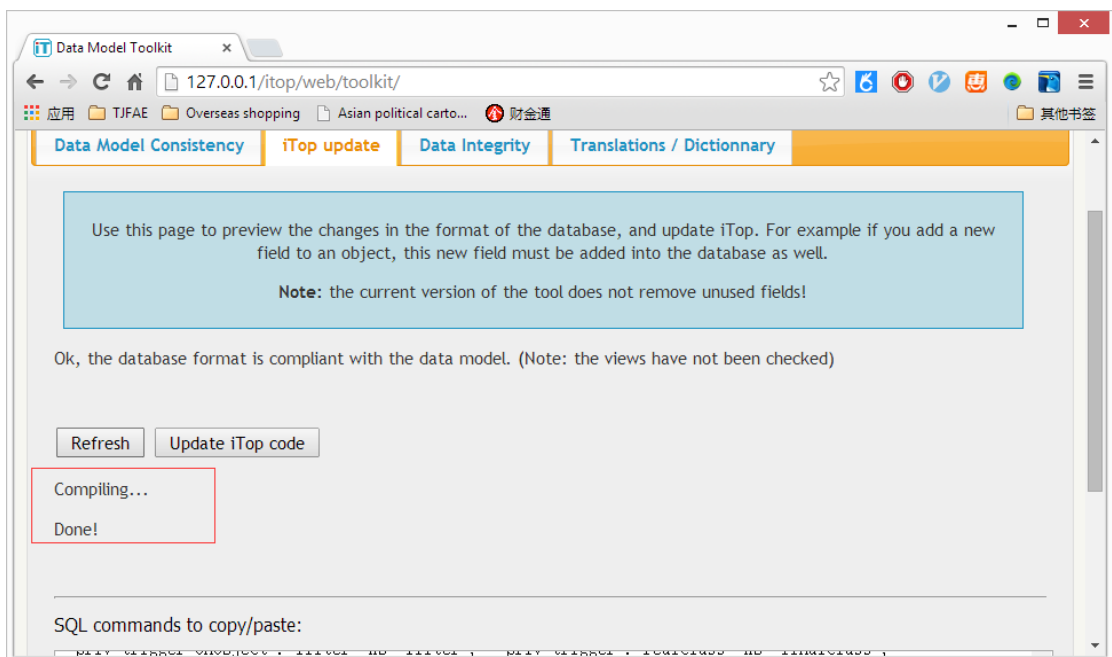
六、再次运行 toolkit 进行检查



成功 无误!



点击 update itop code,当显示以下页面，大功告成！



最终效果图：

Creation of a new User Request

Cancel Create Assign Wait for approval

Properties Cls Contacts Child Requests Work orders Attachments

General Information

Organization -- select one -- + !

Caller -- select one -- + !

Status New

Origin phone

Title !

Description !

Qualification

Request Type Incident

Impact A department

Urgency low

Priority low

Relations

Parent request -- select one -- +

Parent change -- select one -- +

Resolution

SLA report

Contacts

Dates

Start date

Last update

TTO Deadline

More Information

Service -- select one --

Service subcategory -- select one --

Private log

Type your text here:

More Information

notes

若对 notes 这几个字符不满意，可以参考下边链接里的方法进行重新定义。

用到的参考链接

https://wiki.openitop.org/doku.php?id=2_1_0:customization:add-attribute-sample

https://wiki.openitop.org/doku.php?id=2_1_0:customization:xml_reference

相关已完成的配置文件



sample-add_data-incident.zip



datamodel.itop-request-mgmt.xml