

# windows 环境下安装 ITOP

## ITOP 运行环境要求

Apache+MySQL+PHP5.2.0

## 安装的相关文件列表

- 1、iTop 程序文件：iTop-2.0-905.zip 下载地址：  
<http://jaist.dl.sourceforge.net/project/itop/itop/2.0/iTop-2.0-905.zip>
- 2、运行环境 wampserver: wampserver2.2e-php5.4.3-httpd2.2.22-mysql5.5.24-32b.exe  
下载地址：  
<http://jaist.dl.sourceforge.net/project/wampserver/WampServer%202/WampServer%202.2/wampserver2.2e/wampserver2.2e-php5.4.3-httpd2.2.22-mysql5.5.24-32b.exe>

## 集成运行环境安装

集成运行环境 wampserver。该软件提供了 apache、mysql、php 的集成管理环境。满足 itop 的要求。

安装步骤，一路 next。

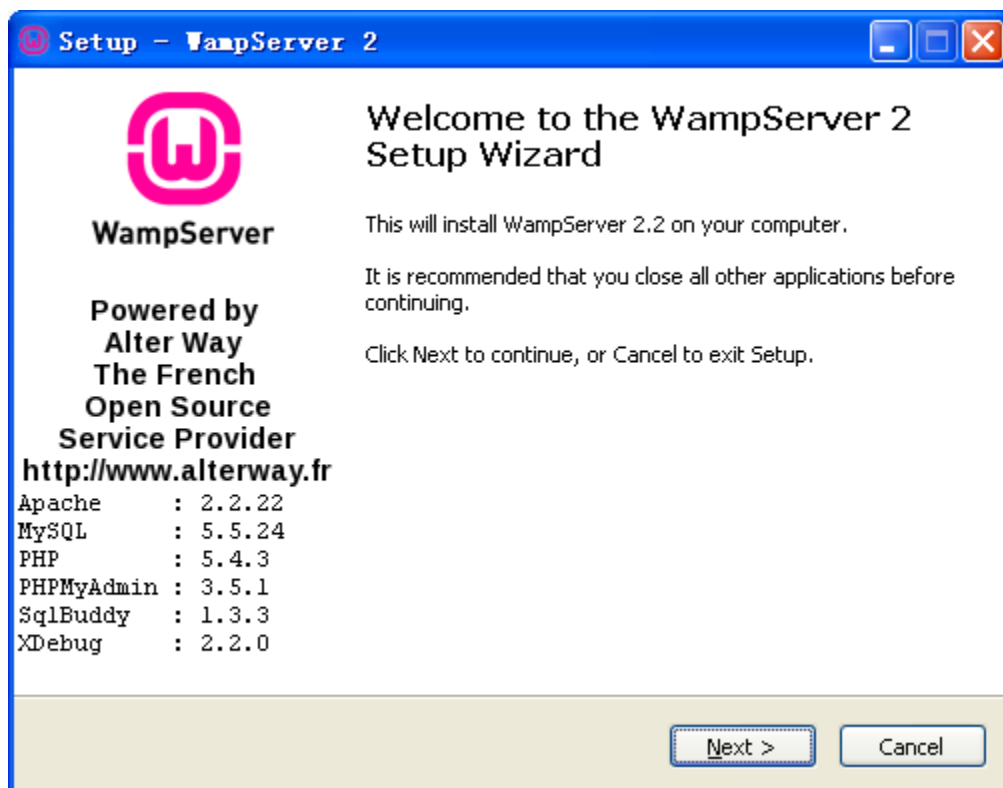


图 1 安装 wampserver

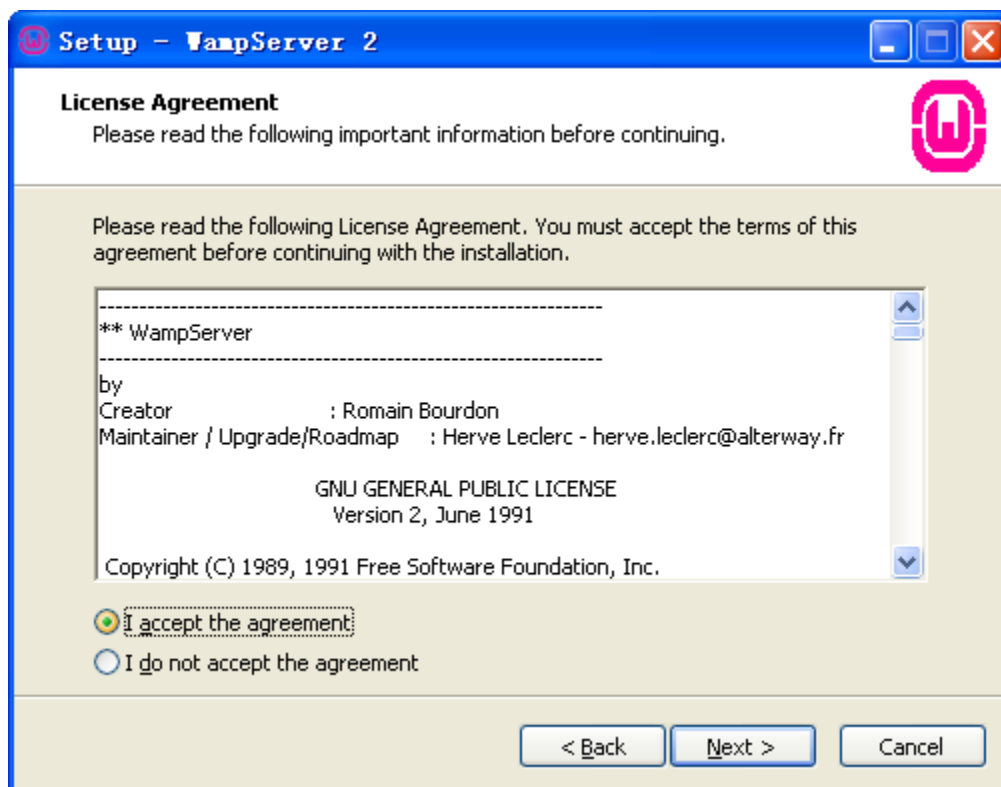


图 2 安装 wampserver-协议许可

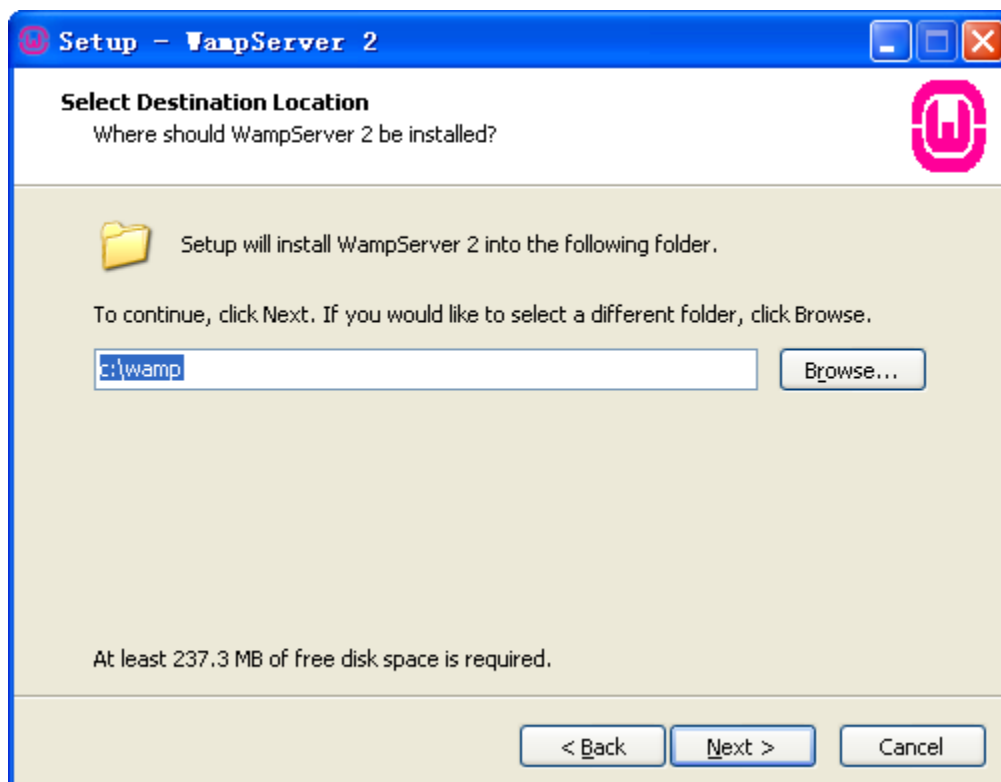


图 3 安装 wampserver-选择安装路径

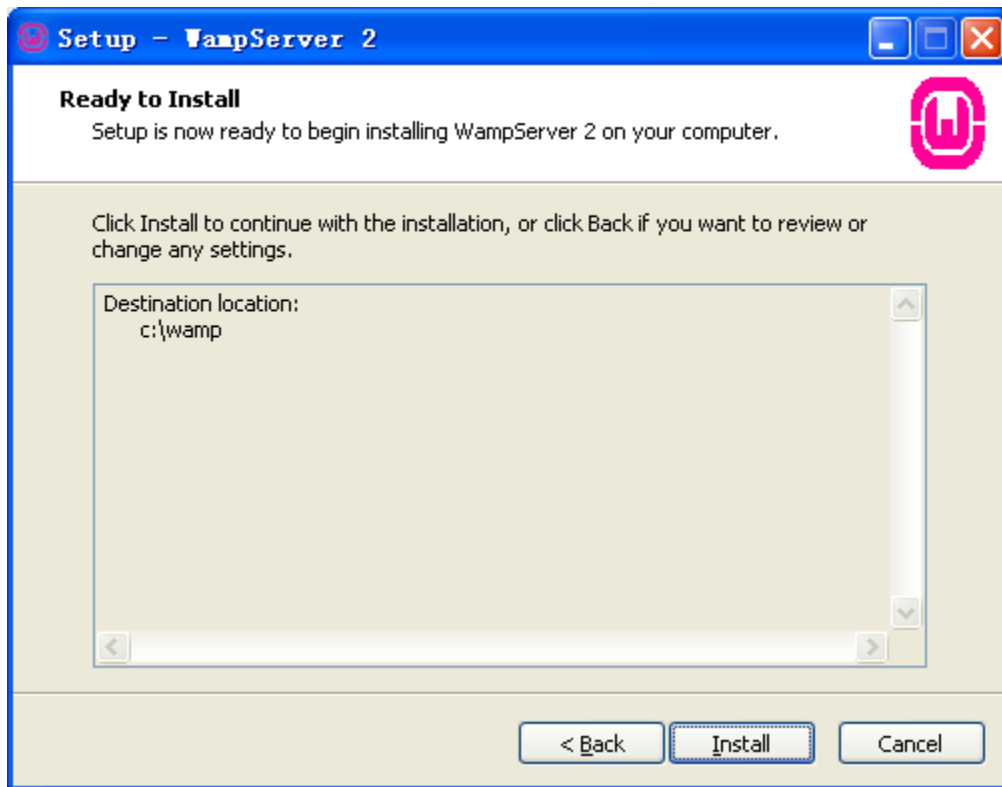


图 4 安装 wampserver-准备安装

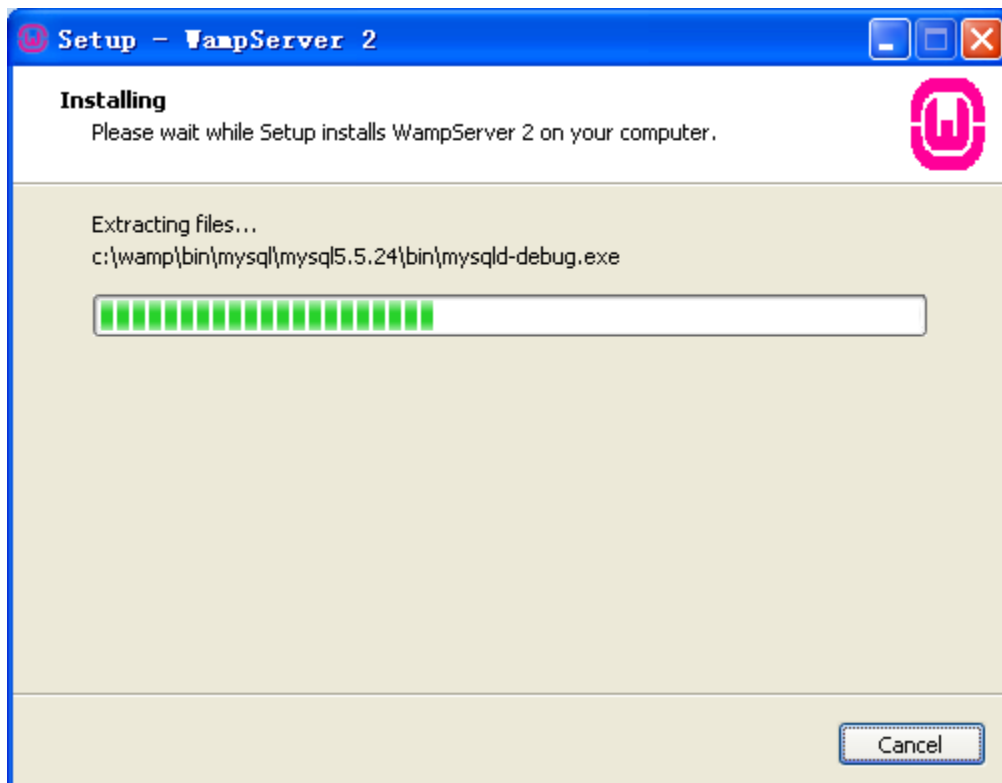


图 5 安装 wampserver-选择过程中

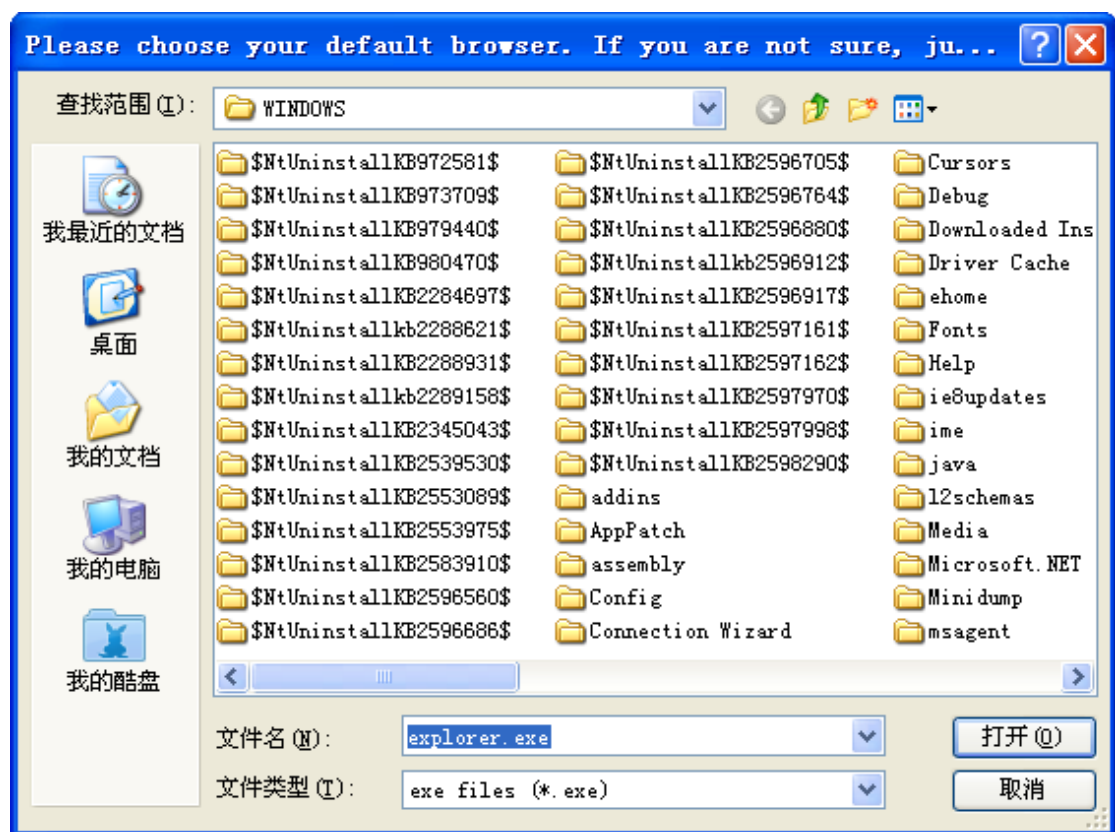


图 6 安装 wampserver-选择浏览器

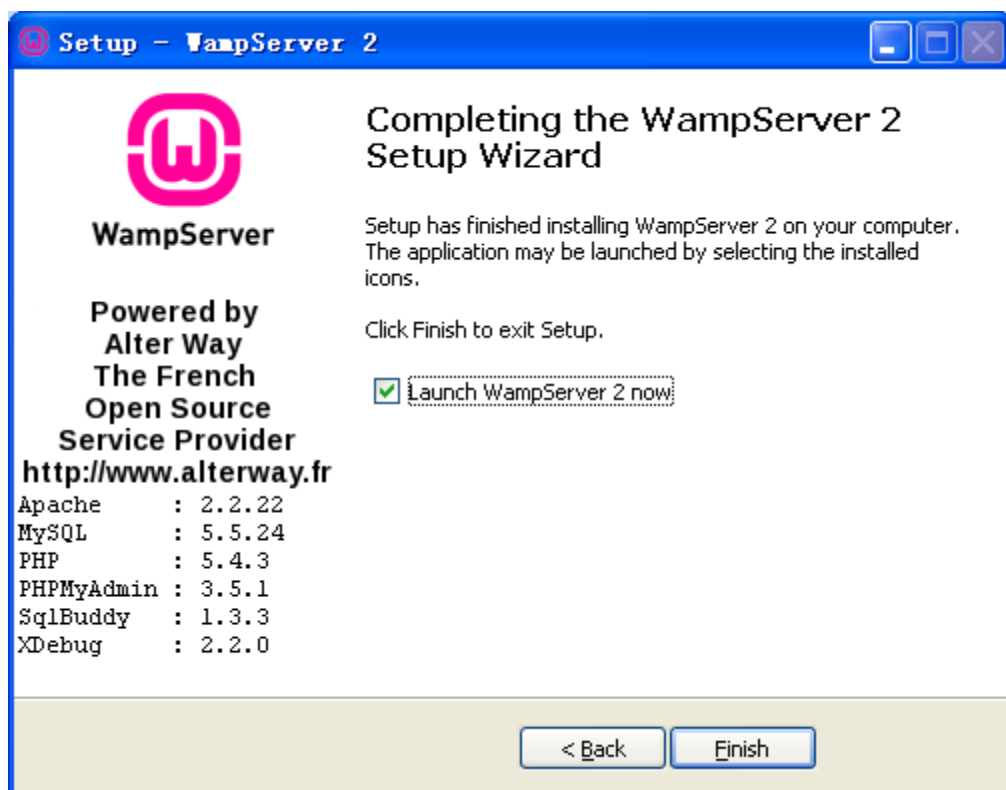



图 7 安装 wampserver-运行环境准备完毕

在电脑的任务栏右下方，可以看见 ，图标为绿色时候为运行正常。左键点击后显示



。下面让我们安装 ITOP 软件。

## 安装 ITOP

### 1. ITOP 程序部署

将 ITOP 程序文件部署到运行环境。解压安装包，拷贝 web 目录下的所有文件到 wamp 的程序部署路径，默认路径为：C:\wamp\www。



图 8 程序路径及运行环境路径

## 2. 开始安装 ITOP

浏览器中输入 <http://localhost>，界面显示 ITOP 的安装提示。

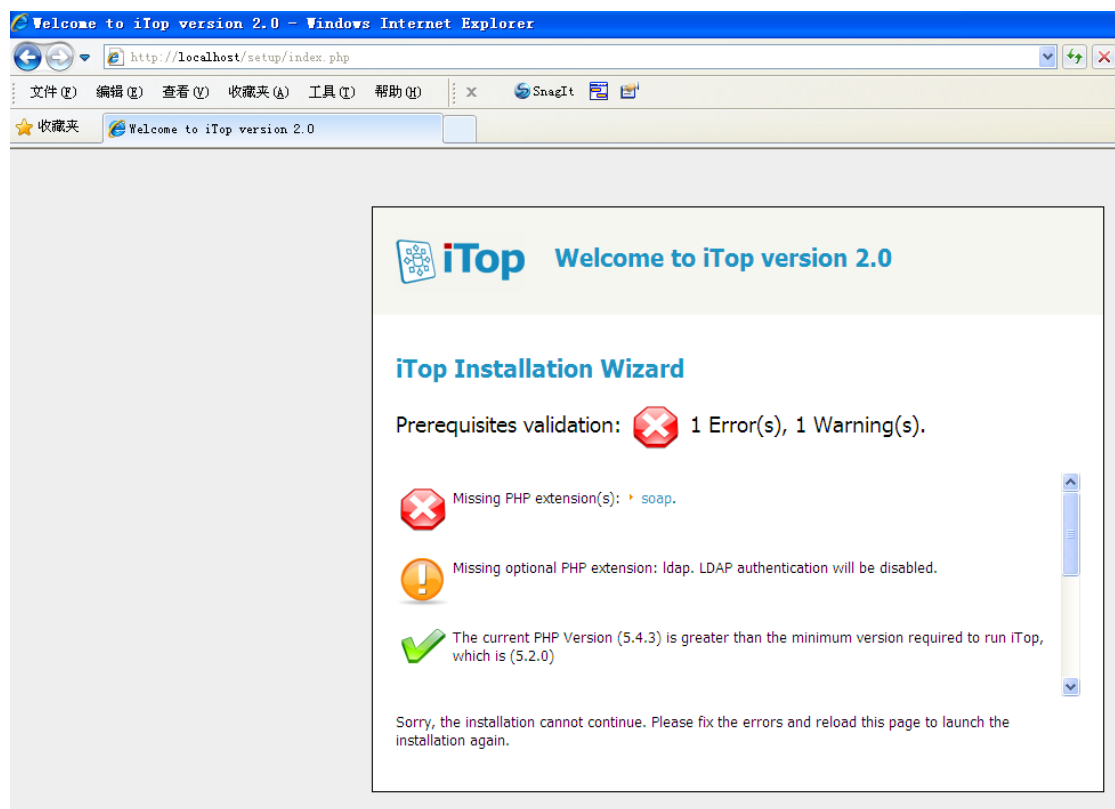



图 9 ITOP 安装界面

界面上提示了安装的要求。现在提示有一个警告和错误。因为 ITOP 需要 SOAP 通讯协议以及 LDAP 轻量目录访问协议的扩展。请进行如下设置：

左键  wampserver 运行环境图标，PHP->PHP extensions，然后分别勾选 php\_ldap、php\_soap。

待 wampserver 恢复运行状态后。刷新安装页面。页面将如下：

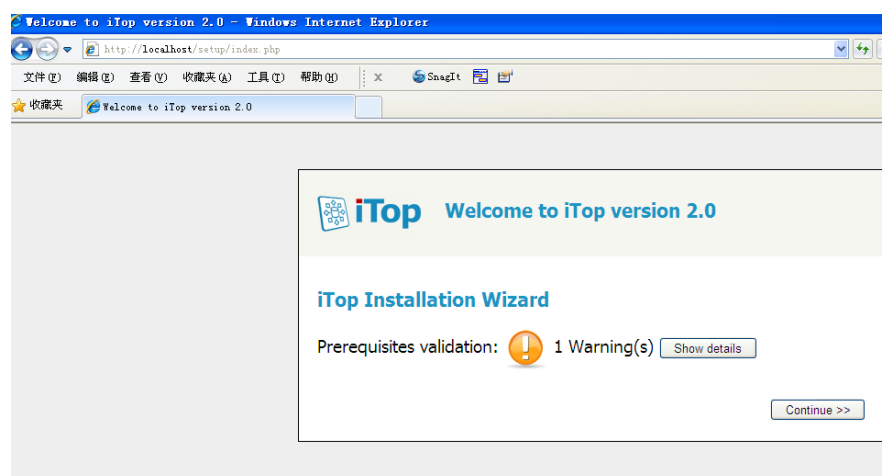


图 10 ITOP 安装界面

这里可能有一个警告信息，这里可以忽略。下面我们继续安装，**Continue>>**

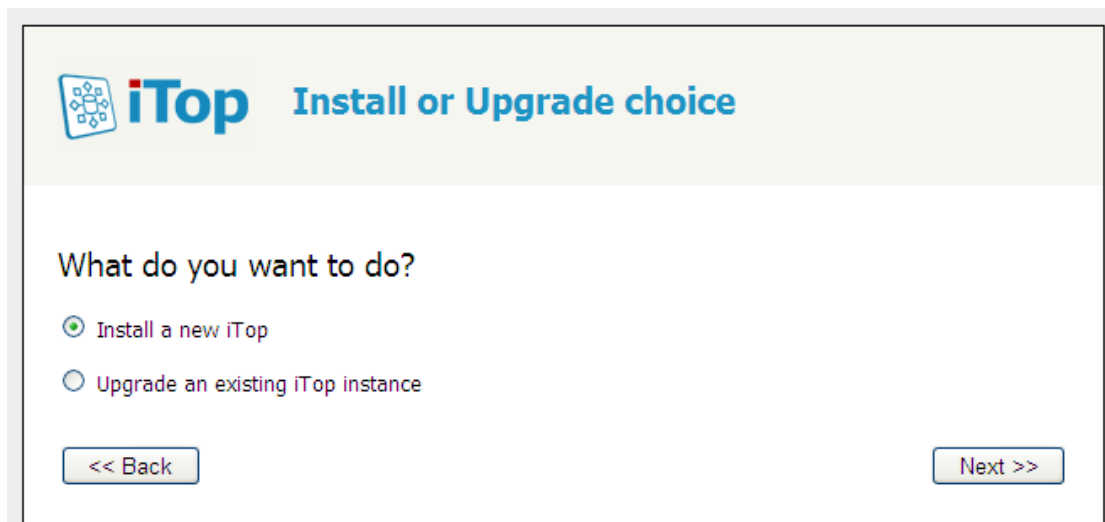


图 11 iTOP 安装界面-选择全新安装或升级

我们选择全新安装，**Next>>**

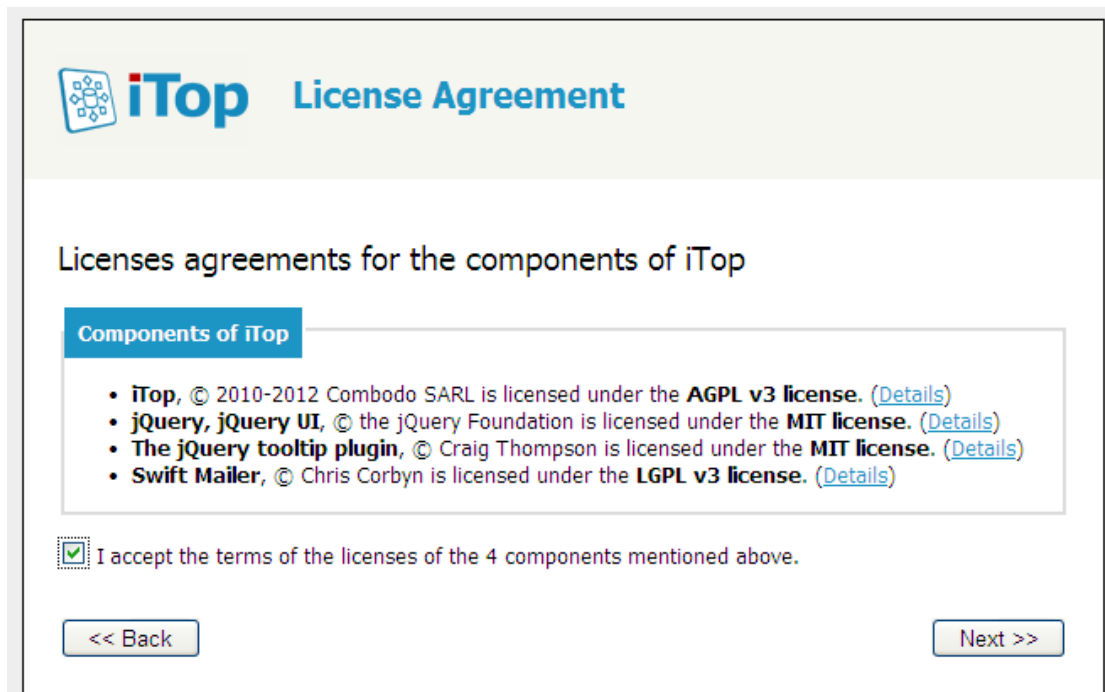
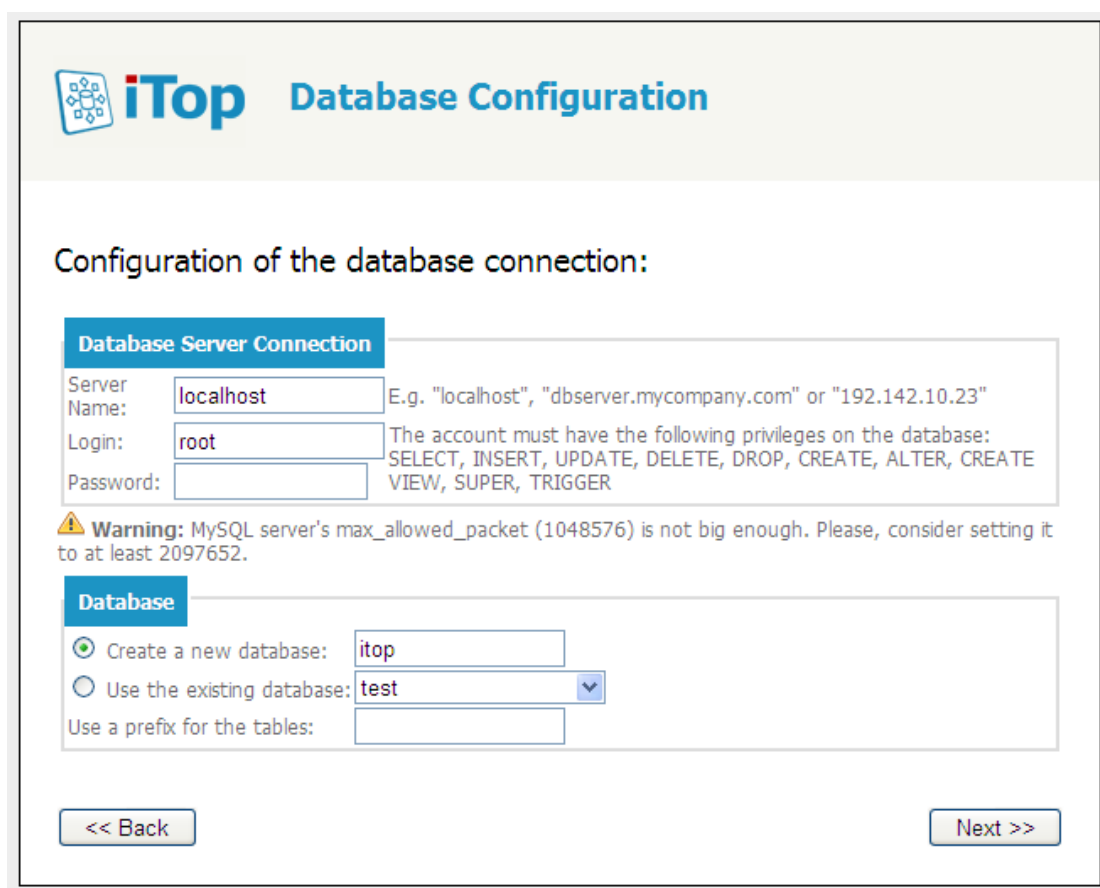


图 12 iTOP 安装界面-许可协议

你同意对 iTOP 组件的许可协议的使用么？**Next>>**



The screenshot shows the 'iTop Database Configuration' window. It has a title bar with the iTop logo and the text 'Database Configuration'. Below the title bar, the text 'Configuration of the database connection:' is displayed. The main content area is divided into two sections: 'Database Server Connection' and 'Database'. The 'Database Server Connection' section contains three input fields: 'Server Name' (with 'localhost' entered), 'Login' (with 'root' entered), and 'Password' (empty). To the right of these fields, there is explanatory text: 'E.g. "localhost", "dbserver.mycompany.com" or "192.142.10.23"' and 'The account must have the following privileges on the database: SELECT, INSERT, UPDATE, DELETE, DROP, CREATE, ALTER, CREATE VIEW, SUPER, TRIGGER'. Below this, a warning message states: 'Warning: MySQL server's max\_allowed\_packet (1048576) is not big enough. Please, consider setting it to at least 2097652.' The 'Database' section contains two radio buttons: 'Create a new database:' (selected) and 'Use the existing database:'. The 'Create a new database:' option has an input field with 'itop' entered. The 'Use the existing database:' option has a dropdown menu with 'test' selected. Below these, there is an input field for 'Use a prefix for the tables:' which is empty. At the bottom of the window, there are two buttons: '<< Back' and 'Next >>'.

**iTop Database Configuration**

Configuration of the database connection:

**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**

☒ Create a new database:

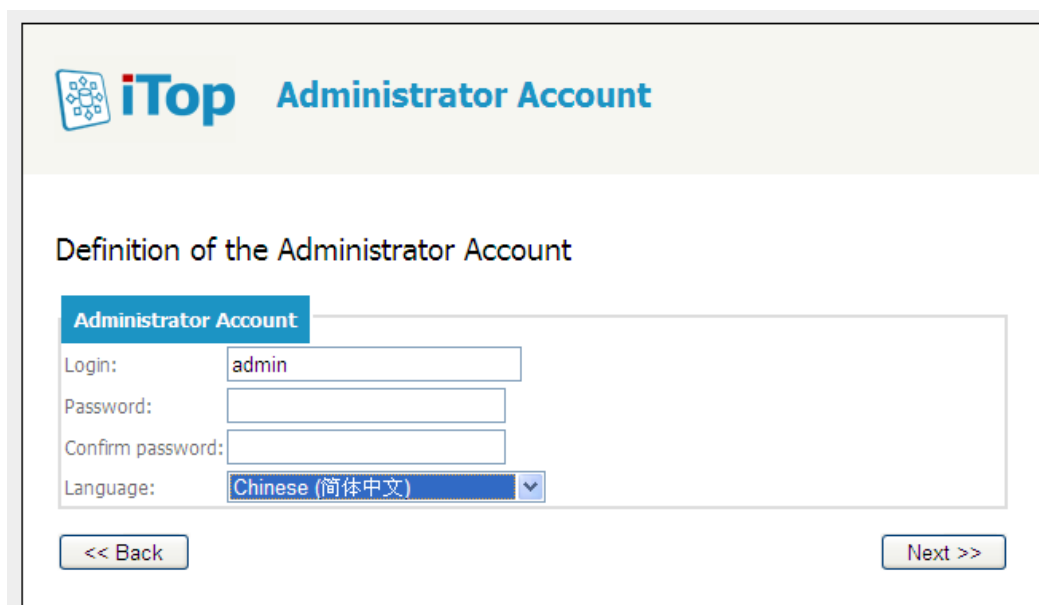
☐ Use the existing database:

Use a prefix for the tables:

<< Back Next >>

图 13 iTop 安装界面-数据库连接设置

数据库服务器为本机，登陆用户默认 root，密码为空。选择全新创建数据库实例 itop。  
server name:localhost;login:root; **Next>>**



The screenshot shows the 'iTop Administrator Account' window. It has a title bar with the iTop logo and the text 'Administrator Account'. Below the title bar, the text 'Definition of the Administrator Account' is displayed. The main content area is divided into two sections: 'Administrator Account' and 'Administrator Account'. The 'Administrator Account' section contains four input fields: 'Login' (with 'admin' entered), 'Password' (empty), 'Confirm password' (empty), and 'Language' (with 'Chinese (简体中文)' selected). The 'Administrator Account' section is empty. At the bottom of the window, there are two buttons: '<< Back' and 'Next >>'.

**iTop Administrator Account**

Definition of the Administrator Account

**Administrator Account**

Login:

Password:

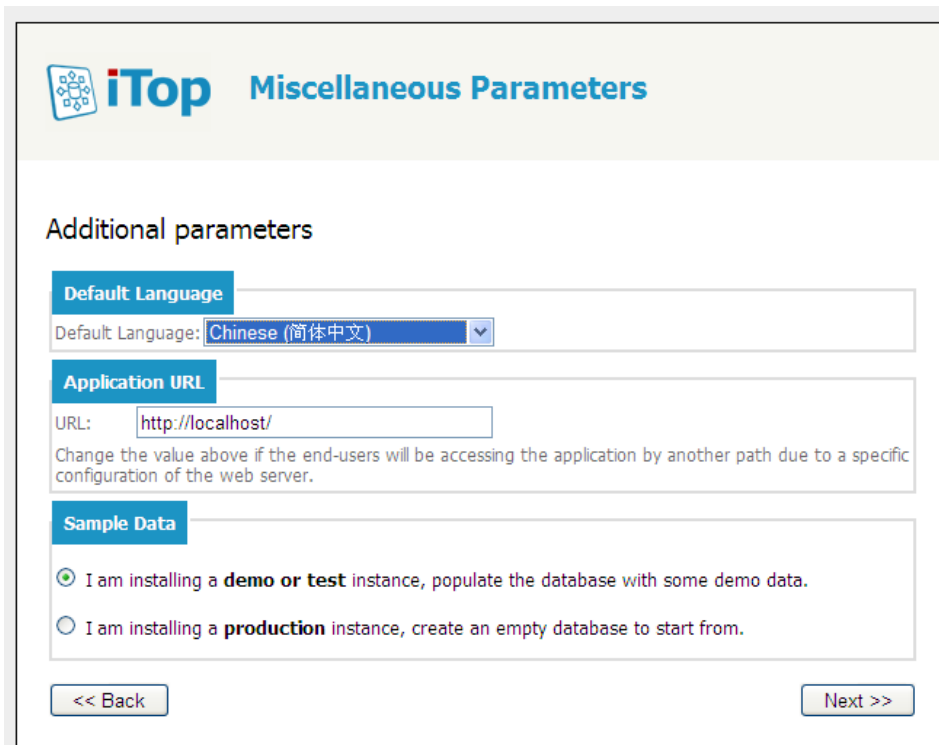
Confirm password:

Language:

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图 14 iTop 安装界面-设置 iTop 管理员账号

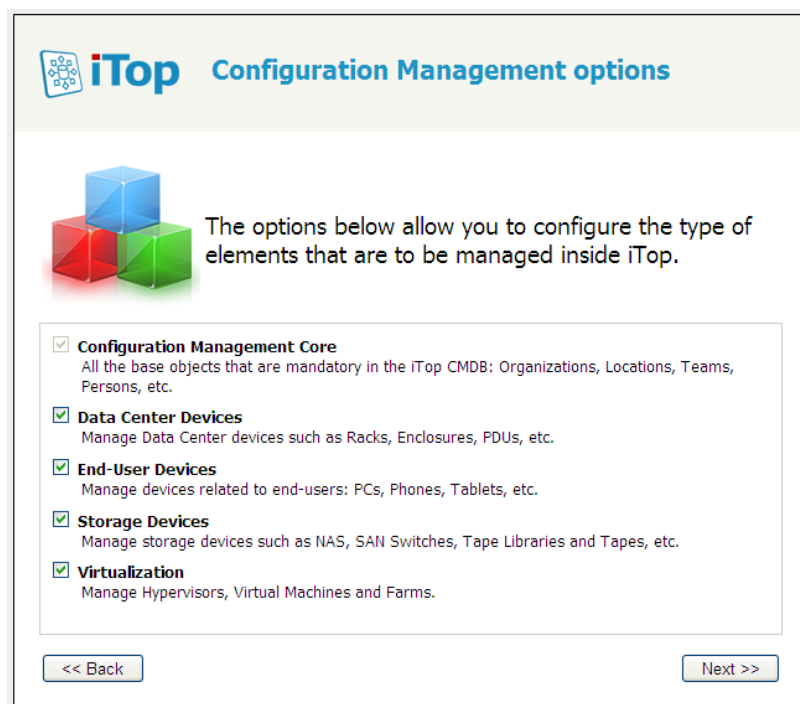
我们现在不进行设置，管理员账号使用默认的 admin。**注意对语言进行选择，这里有中文。**  
**Next>>**



The screenshot shows the 'iTop Miscellaneous Parameters' installation window. It has a title bar with the iTop logo and the text 'Miscellaneous Parameters'. Below the title bar, there's a section titled 'Additional parameters'. This section contains three main configuration areas: 1. 'Default Language' with a dropdown menu currently set to 'Chinese (简体中文)'. 2. 'Application URL' with a text input field containing 'http://localhost/' and a note below it stating: '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.' 3. 'Sample Data' with two radio button options: 'I am installing a demo or test instance, populate the database with some demo data.' (which is selected) and 'I am installing a production instance, create an empty database to start from.' At the bottom of the window, there are two buttons: '<< Back' on the left and 'Next >>' on the right.

图 15 iTOP 安装界面-参数设置

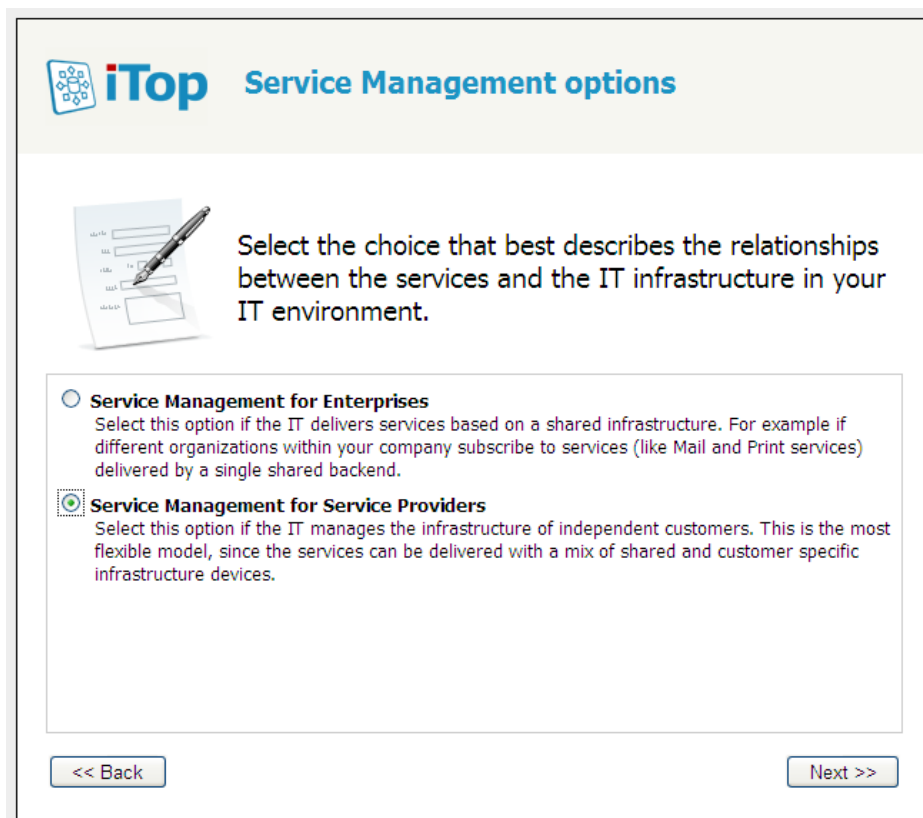
选择【默认语言】、【应用链接】、【示例数据库】。我们选择默认语言为中文，加载示例数据库。如果你想要全新安装可以选择 production 模式。Next>>



The screenshot shows the 'iTop Configuration Management options' installation window. It has a title bar with the iTop logo and the text 'Configuration Management options'. Below the title bar, there's a section with a 3D cube icon and the text: 'The options below allow you to configure the type of elements that are to be managed inside iTop.' Below this, there's a list of five configuration options, each with a checked checkbox: 1. 'Configuration Management Core' with the description 'All the base objects that are mandatory in the iTop CMDB: Organizations, Locations, Teams, Persons, etc.' 2. 'Data Center Devices' with the description 'Manage Data Center devices such as Racks, Enclosures, PDUs, etc.' 3. 'End-User Devices' with the description 'Manage devices related to end-users: PCs, Phones, Tablets, etc.' 4. 'Storage Devices' with the description 'Manage storage devices such as NAS, SAN Switches, Tape Libraries and Tapes, etc.' 5. 'Virtualization' with the description 'Manage Hypervisors, Virtual Machines and Farms.' At the bottom of the window, there are two buttons: '<< Back' on the left and 'Next >>' on the right.

图 16 iTOP 安装界面-配置管理 CMDB 范围选择

Next>>



**iTop Service Management options**

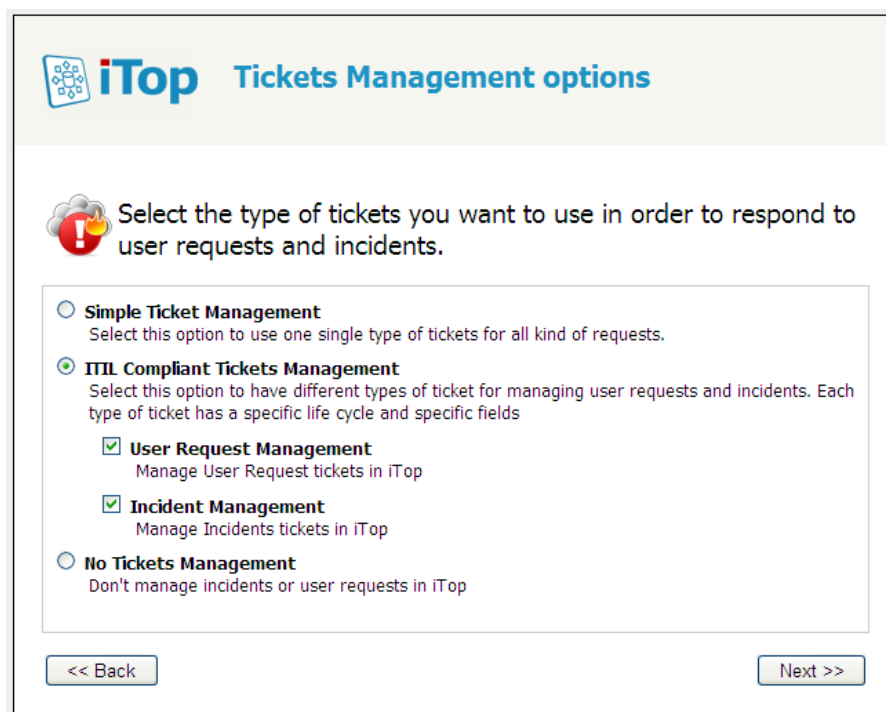
Select the choice that best describes the relationships between the services and the IT infrastructure in your IT environment.

☐ **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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图 17 iTOP 安装界面-IT 服务的环境选择  
 选择一个组织内部服务还是一个服务商为多个组织服务。Next>>



**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.

☒ **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

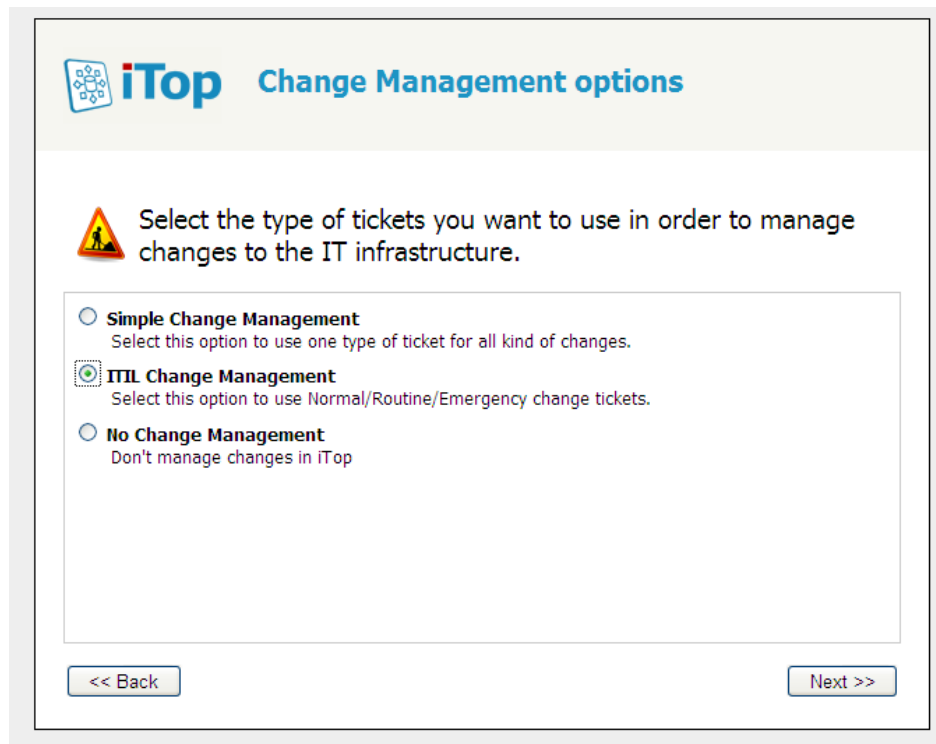
☒ **User Request Management**  
Manage User Request tickets in iTop

☒ **Incident Management**  
Manage Incidents tickets in iTop

☐ **No Tickets Management**  
Don't manage incidents or user requests in iTop

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图 18 iTOP 安装界面-用户需求和管理  
 对简单工单管理/遵循 ITIL 的工单管理：事件+请求/无需工单管理进行选择。Next>>



The screenshot shows the 'iTop Change Management options' window. At the top is the iTop logo and the title 'Change Management options'. Below this is a warning icon (a yellow triangle with an exclamation mark) and the text: 'Select the type of tickets you want to use in order to manage changes to the IT infrastructure.' There are three radio button options: 'Simple Change Management' (selected), 'ITIL Change Management', and 'No Change Management'. Each option has a brief description. At the bottom are two buttons: '<< Back' and 'Next >>'.

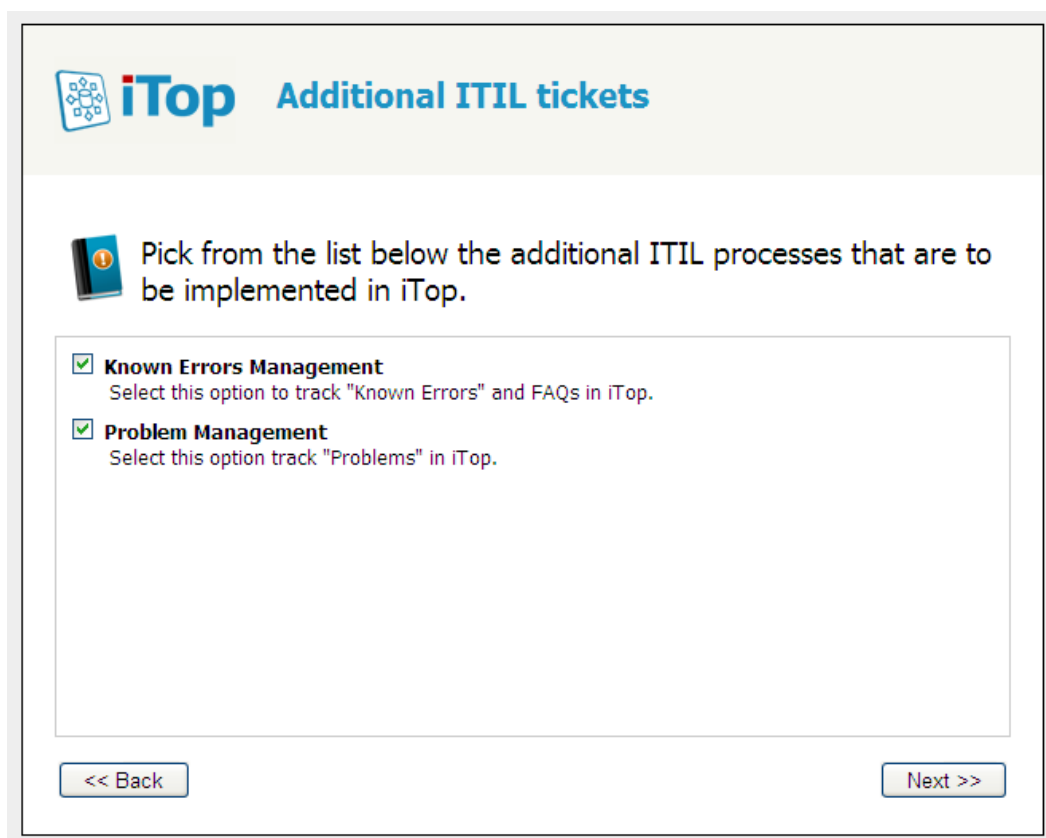
**iTop Change Management options**

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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图 19 ITOP 安装界面-变更管理模式  
对简单变更/遵循 ITIL 的变更/无需变更进行选择。Next>>



The screenshot shows the 'iTop Additional ITIL tickets' window. At the top is the iTop logo and the title 'Additional ITIL tickets'. Below this is an information icon (a blue square with a white 'i') and the text: 'Pick from the list below the additional ITIL processes that are to be implemented in iTop.' There are two checked checkbox options: 'Known Errors Management' and 'Problem Management'. Each option has a brief description. At the bottom are two buttons: '<< Back' and 'Next >>'.

**iTop Additional ITIL tickets**

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

- ☒ **Known Errors Management**  
Select this option to track "Known Errors" and FAQs in iTop.
- ☒ **Problem Management**  
Select this option track "Problems" in iTop.

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图 19 ITOP 安装界面-已知错误及问题管理  
选择是否需要安装已知错误管理和问题管理。Next>>

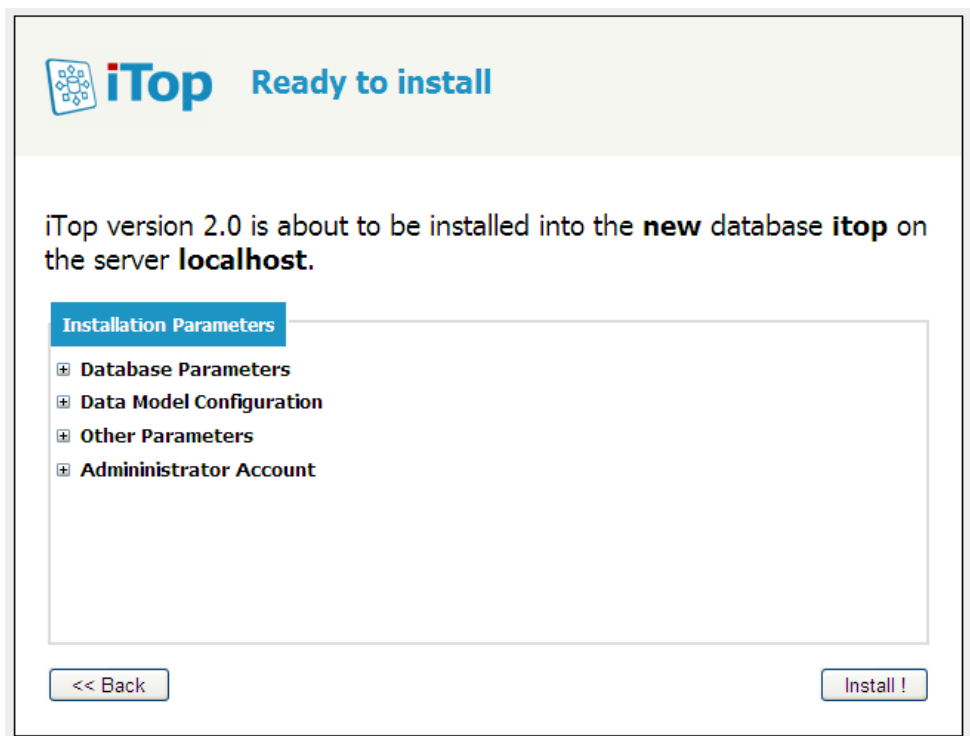


图 20 ITOP 安装界面-安装选项信息概览

现在我们选择了一系列的 ITOP 安装的配置参数，在这里可以进行检查数据库参数，数据模型配置，管理员账户。下面点击 install 将进行 itop 的安装。Next>>

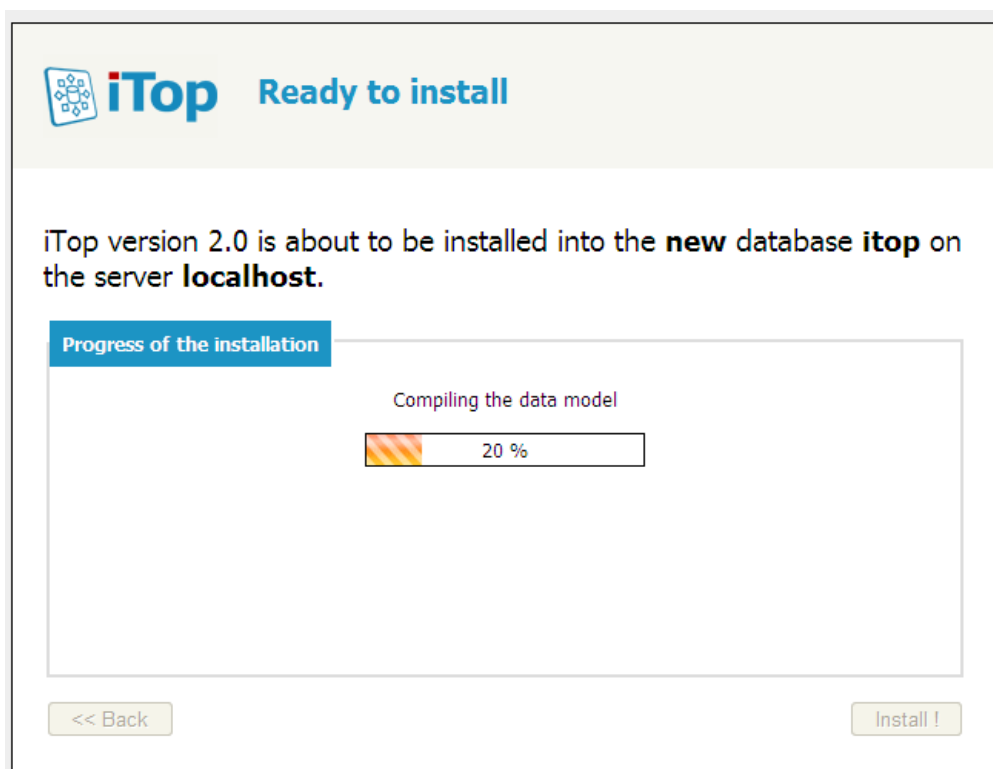


图 21 ITOP 安装界面-安装进行中

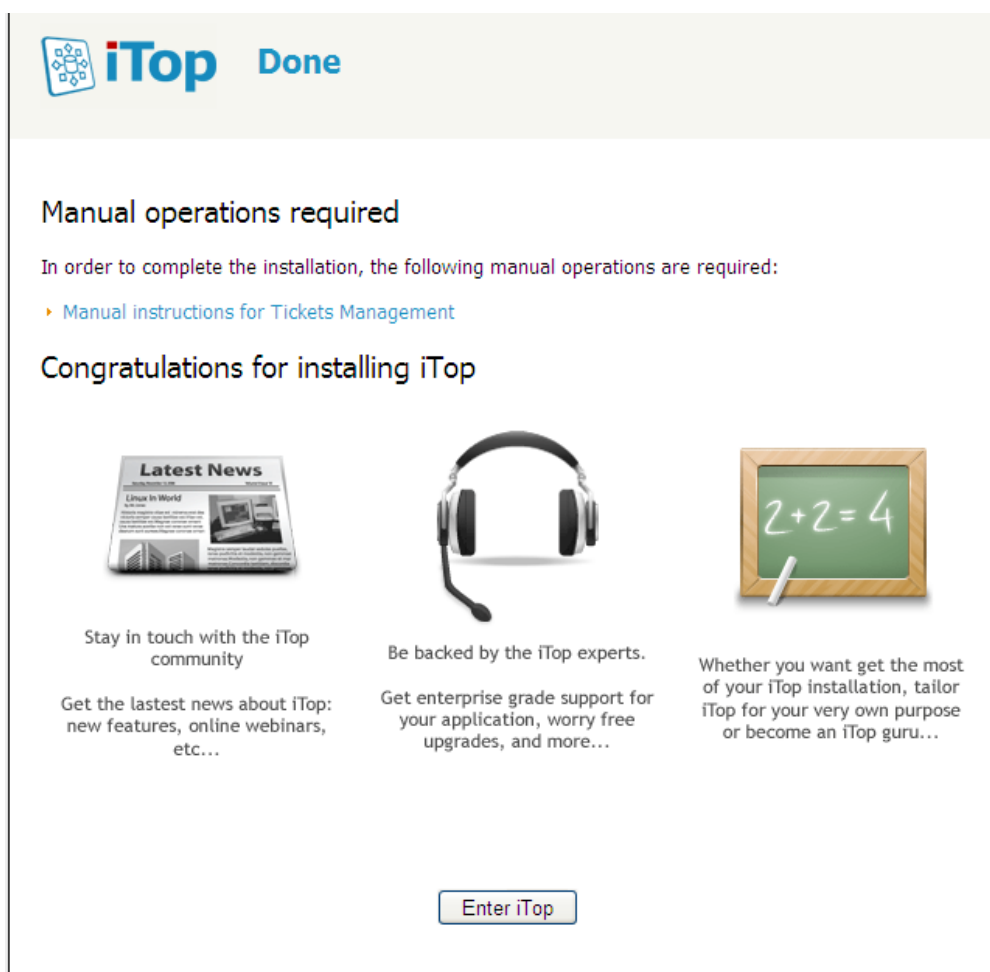


图 22 iTOP 安装界面-安装成功

点击 Enter iTop，即可进入 iTop，开始你的 ITSM 之旅。



ITIL 先锋论坛将与您一道推进 IT 服务管理在中国的发展。欢迎加入论坛 iTop 频道交流讨论。