

Integrating PagerDuty as a Data Collector

Version 1.2

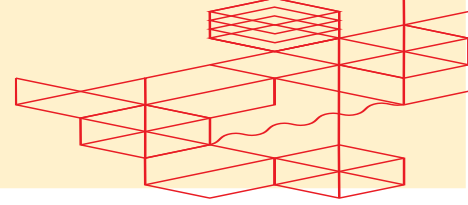
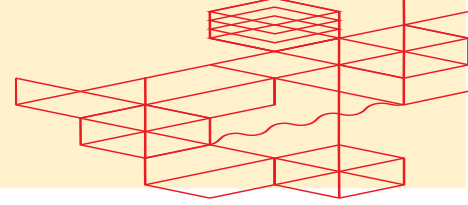


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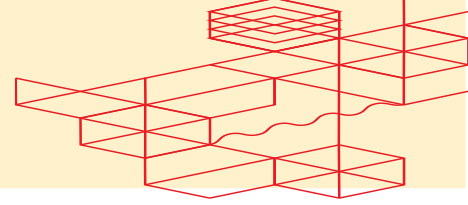


Overview

This guide will provide step-by-step instructions on how to set up a PagerDuty

Service, enabling you to easily view Fabric Events. You can use the Integration Key Details in the following POST `fabric/v4/streamSubscriptions` request

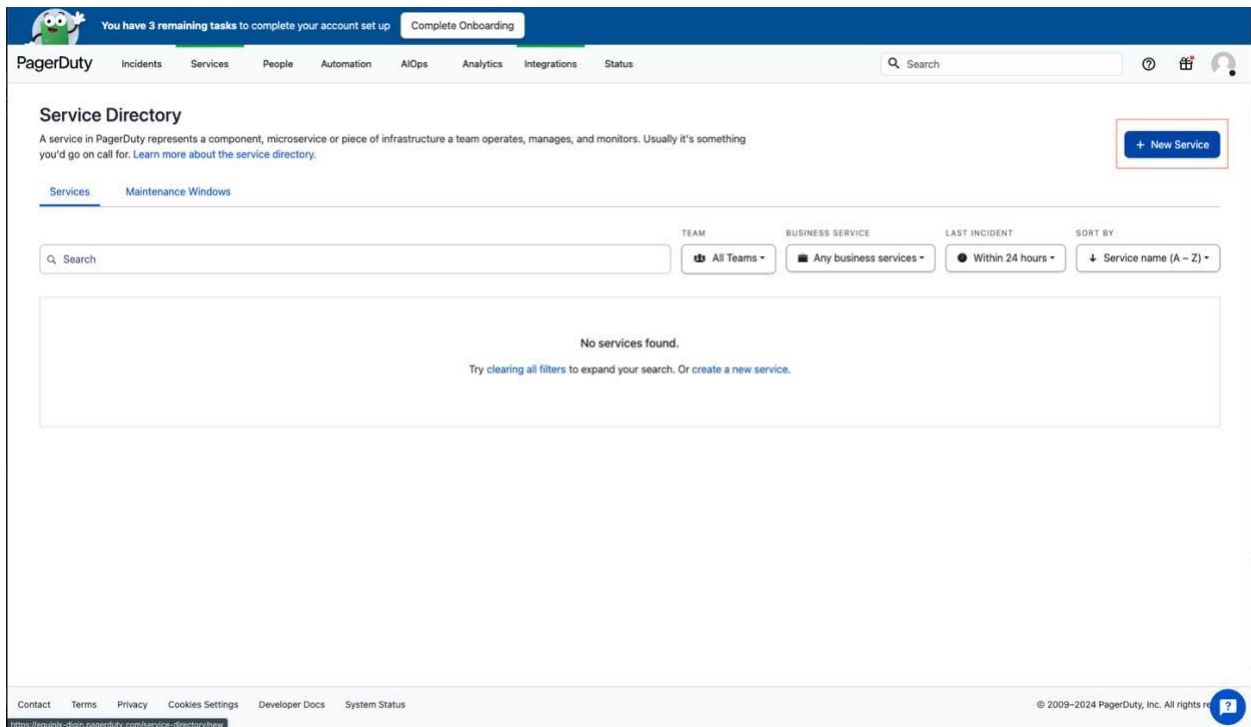
```
curl -X POST
'https://api.equinix.com/fabric/v4/streamSubscriptions' \
--header 'Content-Type: application/json' \
--header 'Authorization: Bearer <bearer_token>' \
--data '{
  "type": "STREAM_SUBSCRIPTION",
  "name": "<pagerduty_subscription_name>",
  "description": "<pagerduty_subscription_desc>",
  "stream": {
    "uuid": "<stream_id>"
  },
  "sink": {
    "uri": "https://events.pagerduty.com",
    "type": "PAGERDUTY",
    "credential": {
      "type": "INTEGRATION_KEY",
      "integrationKey": "<pagerduty_integration_key>"
    }
  }
}'
```



Step-by-Step Instructions

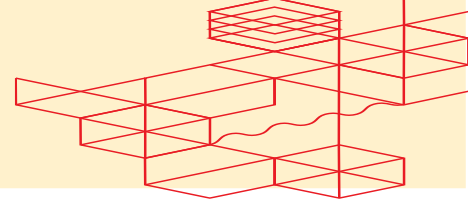
1. Create a new Service Directory

- Log in to your PagerDuty and follow the instructions in the Slack documentation to create a Service (Refer to PagerDuty Doc [Create a Service](#)).
- Under **Services**, navigate to **Service Directory** and click on **New Service**.



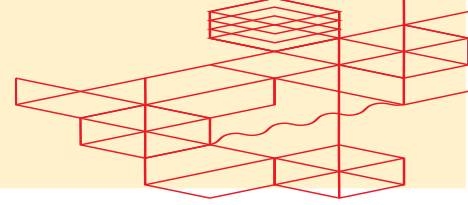
1.1 Provide Name and Description

- **Service Name:** Provide a name based on the function that the service provides.
- **Service Description:** Provide a description based on the function that the service provides.
- Click **Next** to continue.



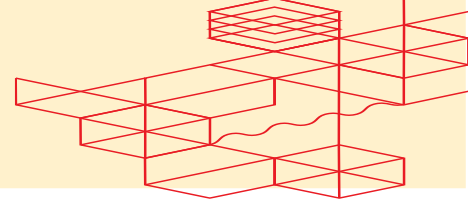
1.2 Assign an Escalation Policy

- Select Generate a new Escalation Policy or Select an existing Escalation Policy.
 - If you generate a new escalation policy, you will be placed as the first-level on-call for the service. You can edit the escalation policy at any time after the service is created.
- Click Next to Continue.



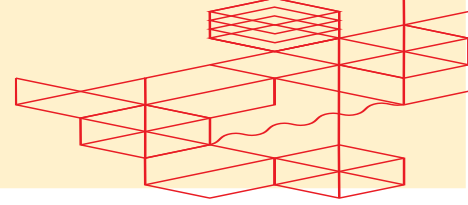
1.3 Configure Escalation Policy Alerts

- Select an Escalation Policy for the Service. To understand the different selections for **Intelligent, Content-Based, and Time-Based**, refer to PagerDuty Documentation - [Create a Service](#).
- Click **Next** to continue.



1.4 Select Integration(s) for the Service

- Integrations: Select the **integration(s)** you use to send alerts to this service from the search bar, dropdown or from the list of the most popular integrations.
- For Fabric Events, select **Events API V2 Integration**. You can add or edit the integrations at any time after the service is created.
- Click **Create Service** and you will be redirected to the service’s **Integrations** Tab.



Create a Service


- ✓ Name
- ✓ Assign
- ✓ Reduce Noise
- 4 Integrations**

Integrations















Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

Select the integration(s) you use to send alerts to this service

Your selections (1)


Events API V2

Most popular integrations

<input type="checkbox"/>  Prometheus	<input type="checkbox"/>  Amazon CloudWatch	<input type="checkbox"/>  Splunk	<input type="checkbox"/>  Nagios	<input type="checkbox"/>  Zabbix
<input type="checkbox"/>  Datadog	<input type="checkbox"/>  SolarWinds Orion	<input type="checkbox"/>  New Relic	<input type="checkbox"/>  Microsoft SCOM - Email	<input type="checkbox"/>  Microsoft Azure
<input type="checkbox"/>  AlertSite UXM	<input type="checkbox"/>  Pingdom	<input type="checkbox"/>  SignalFx	<input type="checkbox"/>  Email	

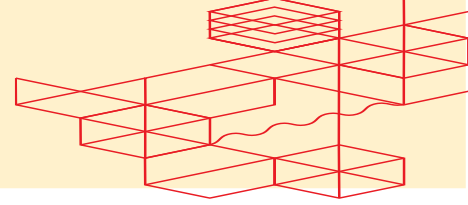


2. Save the Integration Key from the Service

- Ensure that the Integration Key generated during this process is saved securely. The Integration Key is required for further integration or data ingestion processes.

2.1 Copy the Integration Key

- Once the setup is complete, an Integration Key value will be generated.
- **Copy this Integration Key** to your clipboard, as it will be needed later for the POST streamSubscription API in Stream Observability.



Test-Observability-PageerDuty Edit + New Incident More

STATUS: ON CALL NOW ESCALATION POLICY TEAM COMMUNICATION CHANNEL

- ✓ No open incidents
- Test-Observability-PageerDuty-ep
- No team is assigned to the Test-Observability-PageerDuty-ep escalation policy.
- No channel for this service. Add one.

Integrations (1)

Follow the steps below to integrate and test each integration, or add an integration.

Events API v2 Overview

The Events API v2 is a highly reliable, highly available asynchronous API that ingests machine events from monitoring tools and other systems like code repositories, observability platforms, automated workflow tools, and configuration management systems. Events sent to this API are ultimately routed to a PagerDuty service and processed.

Event Types

The Events API v2 can ingest multiple types of events. Each event type is described below.

Event Type	Description	Example Events	Notifications can be sent?
	A problem in a machine monitored system.	High error rate	

Integration Name: Events API v2

Integration Key

Integration URL (Change Events): https://events.pagerduty.com/v2/ch...

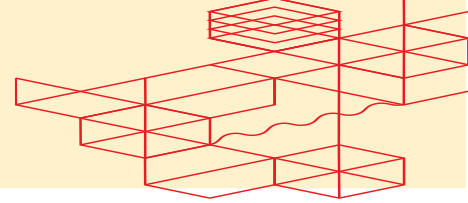
Integration URL (Alert Events): https://events.pagerduty.com/v2/en...

cURL command example

```
curl --request 'POST' \
  --url 'https://events.pagerduty.com/v2/en...' \
  --header 'Content-Type: applicati...' \
  --data '{
    "payload": {
```

2.2 Start receiving Fabric Events in the PagerDuty Service

- **PagerDuty Alert Events** create incidents on a service in PagerDuty that are assigned to the person on-call. This will generate a notification to acknowledge or resolve the incident. Alert Events are visible under the **Open Incidents and Resolved Incidents Sections**.
- **PagerDuty Change Events** create incidents that do not trigger any notification and provide context for an incident. **Change Events** are visible under the **Recent Changes section**, and it requires PagerDuty AIOps to be enabled.
- For more information regarding different PagerDuty Event Types, refer to <https://developer.pagerduty.com/docs/3d063fd4814a6-events-api-v2overview>



escalation policy.

Activity Integrations Workflows Settings Service Dependencies

Open Incidents (0)

! Acknowledge ✓ Resolve ⏸ Snooze Merge Incidents All statuses Go to incident #

<input type="checkbox"/>	Status	Priority	Urgency	Alerts	Title	Assigned To	Created
There are currently no open incidents on this service + Create an incident							

Recent Changes

Summary	Type	Created
Neighbor address session state changed to Established	Events API V2	Oct 10 at 4:35 AM
Neighbor address session state changed to Connect	Events API V2	Oct 10 at 4:35 AM
Neighbor address session state changed to Established	Events API V2	Oct 10 at 4:35 AM
Neighbor address session state changed to Idle	Events API V2	Oct 10 at 4:31 AM
Neighbor address session state changed to Idle	Events API V2	Oct 10 at 4:31 AM
Neighbor address session state changed to Established	Events API V2	Oct 9 at 11:51 PM
Neighbor address session state changed to Connect	Events API V2	Oct 9 at 11:50 PM
Neighbor address session state changed to Connect	Events API V2	Oct 9 at 11:50 PM
Neighbor address session state changed to Established	Events API V2	Oct 9 at 11:50 PM
Neighbor address session state changed to Established	Events API V2	Oct 9 at 9:59 AM

[View All Change Events](#)

Resolved Incidents: Last 90 Days Overview (7)

Merge Incidents Go to incident # 25 per page 1 - 7 of 7

<input type="checkbox"/>	Status	Priority	Urgency	Alerts	Title	Assigned To	Created
<input type="checkbox"/>	Resolved		High	2	Connection changed to DOWN	status	Oct 10 at 4:32 AM