

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 <u>Create a Service</u>).
- Under Services, navigate to Service Directory and click on New Service.

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Services	Maintenanc	e Windows											
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२, Search									All Teams -	Any business services •	Within 24 hours •	↓ Service name (A –	
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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.



	You have 3 rema	ining tasks t	o complete you	ur account set up	Comple	te Onboarding						
PagerDuty	Incidents	Services	People	Automation	AlOps	Analytics	Integrations	Status	Q Search	0	Ħ	0
	Create a S	ervice										
	1 Name —	2 A	ssign ——	3 Reduce	Noise	— 4 Inte	egrations					
	Name and De	escription	n									
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	Example names	of technical	services									
	 Payment Proces Checkout App S Inventory Databa 	sing • C erver • A ase • S	reate Account ccount Authent earch - Sugges	tication								
	Test-Obsepuability	PagarDuty)				
	Tip: Avoid using Pager	Duty or Alerts in	the service name	as this will appear i	n the notificatio	n						
	Description											
	Test Observability	PagerDuty Des	cription]				
	Next Cano	cel					2					
Contact Terms https://equinix-digin.pa	s Privacy Coo agerduty.com	okies Settings	Developer De	ocs System St	atus				© 2009–2024	PagerDuty, Inc. /	All rights r	•

Assign an Escalation Policy 1.2

Select Generate a new Escalation Policy or Select an existing Escalation • Policy.

> $\circ\,$ 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. ٠



	You have 3 remaining tasks to complete your account set up Complete Onboarding		
PagerDuty	Incidents Services People Automation AlOps Analytics Integrations	Status Q Search	0 🛱 🗛
	Create a Service		
	Name 2 Assign 3 Reduce Noise 4 Integrations		
	Assign an Escalation Policy		
	Generate or assign an Escalation Policy to this service. Escalation Policies connect services to individual users and/or schedules and they ensure the right people are notified at the right time.		
	Generate a new Escalation Policy		
	Create a new Escalation Policy for this service where you will be the default on-call. The Escalation Policy can be updated at any time after you create the service.		
	Select an existing Escalation Policy		
	Select an escalation policy		
	Next Cancel		
Contact Term	Privacy Cookies Settings Developer Docs System Status geduty.com	© 2009–2	024 PagerDuty, Inc. All rights re

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. ٠



	You have 3	remaining tasks t	o complete y	our account set u	p Compl	ete Onboarding						
PagerDuty	Incidents	Services	People	Automation	AlOps	Analytics	Integrations	Status	Q Search	0	ŧ	0
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	Aler Comb conte You a group to one	t Grouping ine similar alerts in at when respondin re eligible for Glob ing off in this scree of the Service Se Intelligent Re Intelligently basis similarity or past Grouping window @ 5 minutes (Rec Alert Content When contents of	nto a single in ag to incident: al Alert Group en. Later, who tttings pages, commended ad on either a t manual merg ommended)	icident to reduce s. bing. To use Glob en all services to edit Reduce Noi lert content ges.	notification i al Alert Grou be grouped se, and add a	noise and provid ping, leave alert have been creat III those service Create Grouping	de more ted, go s					
	0	Grouping window () 5 minutes Intelligent + Ale Intelligently and Grouping window ()	ert Content when they m	atch on alert field	ls.	Create Groupiny	•					C

Select Integration(s) for the Service 1.4

- Integrations: Select the integration(s) you use to send alerts to this service ٠ 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 ٠ Integrations Tab.



Create a Service

ert feeds can con gger incidents an	ne into PagerDuty from d notify the right peop	n a number of sources le at the right time.	. We apply our AI to th	nese alerts and can
elect the integra	ation(s) you use to s	end alerts to this se	ervice	
Search for an integr	ation(s)			~
our selections (1	1)			
P				
Events API V2				
ost popular inte	grations			
0	aws	splunk>	Nagios	ZABBIX
	Amazon CloudWatch	Splunk	Nagios	Zabbix
Prometheus				
Prometheus				
Prometheus DATADOG	solarwinds	New Relic	System Center Operations Manager	Microsoft Azure
Prometheus DATADOG Datadog	solarwinds SolarWinds Orion	New Relic New Relic	System Center Operations Manager Microsoft SCOM - Email	Microsoft Azure
Prometheus DATADOG Datadog	solarwinds SolarWinds Orion	New Relic New Relic	System Center Cystem Center Microsoft SCOM - Email	Microsoft Azure
Prometheus DATADOG Datadog	solarwinds SolarWinds Orion	New Relic New Relic	System Center Operation Manager Microsoft SCOM - Email	Microsoft Azure
Prometheus DATADOG Datadog	solarwinds SolarWinds Orion	New Relic New Relic	System Center Operation Manager Microsoft SCOM - Email	Microsoft Azure

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.

1 10	u have 3 remaining	g tasks to complete y	our account set up Complet	e Onboarding					
agerDuty	Incidents Se	rvices People	Automation AlOps	Analytics	Integrations	Status	Q Search	0) 🖆 (
Service Directory >	Test-Observability-Page	PrDuty > Integrations							
Test-Obs	ervability-l	PagerDuty	e Edit					- New Incident	More -
Test-Observabil	ity-PagerDuty Desc	cription							
STATUS	ON C	CALL NOW	ESCALATION POLICY Test-Observability- PagerDuty-ep	TEAM No team is Test-Obser PagerDuty- policy.	assigned to the vability- ep escalation	сомм СН No channe Add one.	UNICATION ANNEL I for this service.	3/9 Sta	andards met
🍾 Events A	PI V2				No Test Alert Received	0 ^			
Events	API v2 Ove	erview		Integratio	n Name				
The Events Al	PI v2 is a highly relia	able, highly available a	synchronous API that ingests	Events API	V2	/			
observability	platforms, automate	ed workflow tools, and	I configuration management	Integratio	n Key				
processed.	its sent to this API a	are ultimately routed t	o a Pagerbuty service and	<u> </u>					
Event Type	es			Integratio	n URL (Change E	vents)			
The Events Al	PI v2 can ingest mu	Itiple types of events.	Each event type is described	Interest interest	its.pagerouty.com/				
below.				https://ever	ts.pagerduty.com/	/2/en			
Event Type	Description	Example Events	Notifications can be sent?	cURL com	mand example				
	A problem in a machine monitored	High error rate		curlre url 'ht header data '	equest 'POST' \ ttps://events.p 'Content-Type:	agerdu ,			Ì

2.2 Start receiving Fabric Events in the PagerDuty Service

- ٠ 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.
- ٠ 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 AlOps to be enabled.
- For more information regarding different PagerDuty Event Types, refer to ٠ https://developer.pagerduty.com/docs/3d063fd4814a6-events-apiv2overview

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er	n Incidents	s (0)					
A	cknowledge	✓ Resolve	◯ O Snooze ∽	Merge Inci		All status	Go to incident #
	Status	Priority *	Urgency	Alerts	Title	Assigned To	Created 🐥
				There ar	e currently no open incid + Create an incid	ents on this service ent	
ce	ent Change	es					
	Summary					Туре	Created
•	Neighbor	add	lress session state c	hanged to Establ	ished	Events API V2	Oct 10 at 4:35 AM
•	Neighbor	add	lress session state c	hanged to Conne	ct	Events API V2	Oct 10 at 4:35 AM
~	Neighbor	add	ress session state c	hanged to Establ	ished	Events API V2	Oct 10 at 4:35 AM
•	Neighbor	add	lress session state c	hanged to Idle		Events API V2	Oct 10 at 4:31 AM
•	Neighbor	add	ress session state c	hanged to Idle		Events API V2	Oct 10 at 4:31 AM
•	Neighbor	add	lress session state c	hanged to Establ	ished	Events API V2	Oct 9 at 11:51 PM
•	Neighbor	add	lress session state c	hanged to Conne	ct	Events API V2	Oct 9 at 11:50 PM
•	Neighbor	add	lress session state c	hanged to Conne	ct	Events API V2	Oct 9 at 11:50 PM
•	Neighbor	add	lress session state c	hanged to Establ	ished	Events API V2	Oct 9 at 11:50 PM
•	Neighbor	add	lress session state c	hanged to Establ	ished	Events API V2	Oct 9 at 9:59 AM
	ll Change Even	ts					

Status	Priority -	Urgency	Alerts	Title	Assigned To	Created 🖕
Resolved		High	2	Connection	status	Oct 10 at 4:32 AM