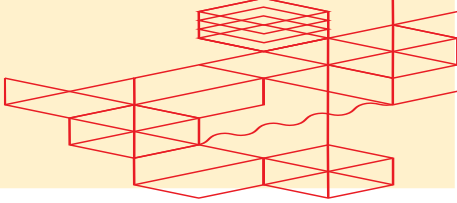

Integrating PagerDuty as a Data Collector

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>"
        }
    }
}'
```

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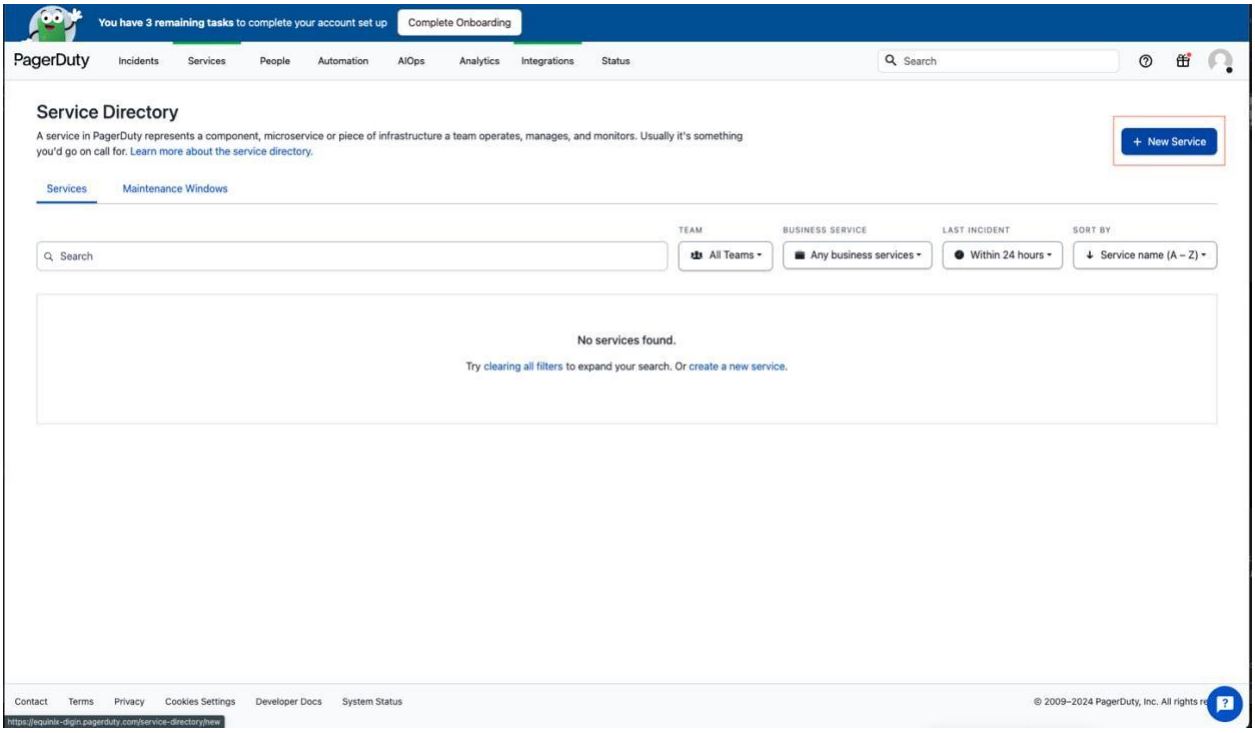
Step-by-Step Instructions

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.

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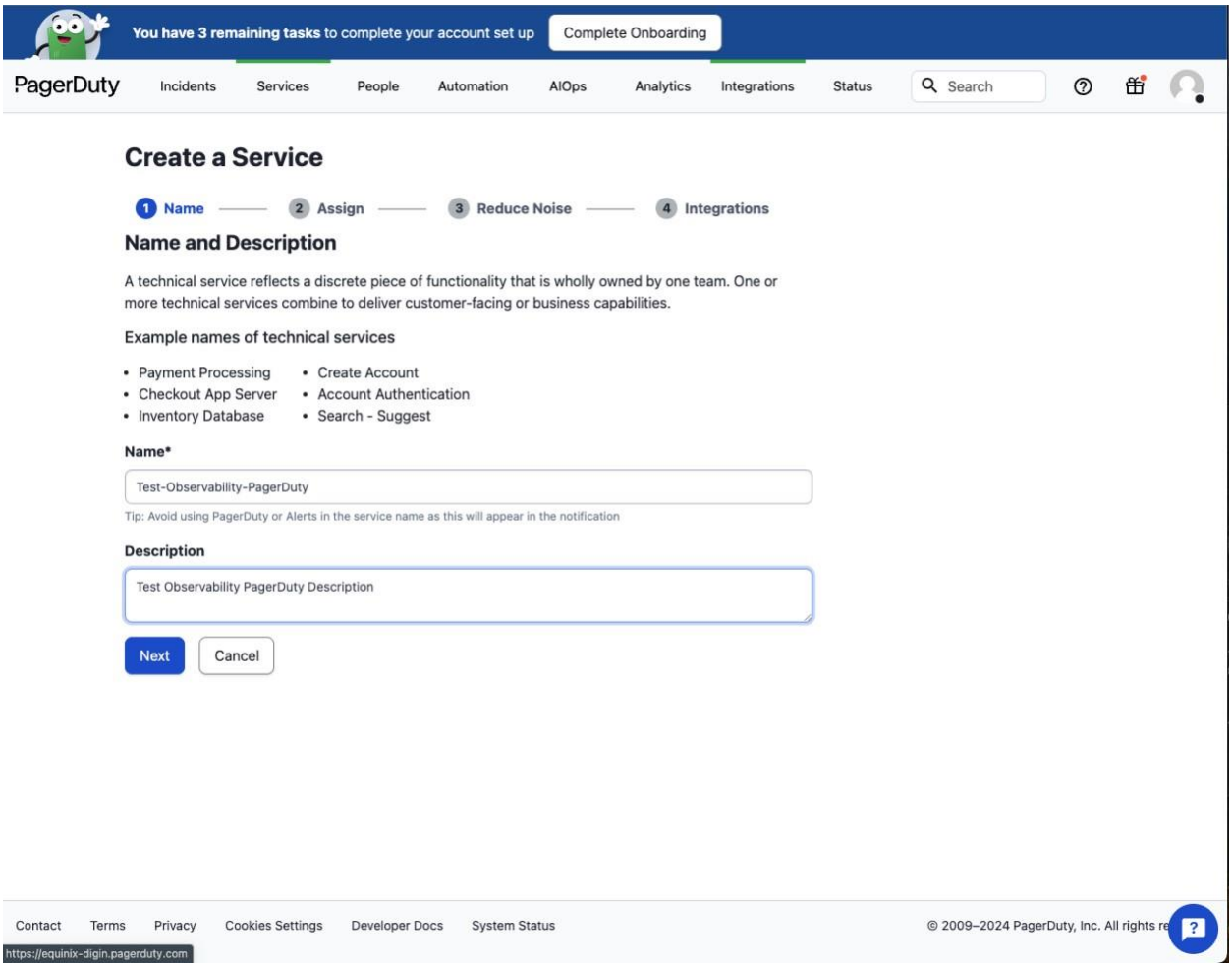

1.2 Assign an Escalation Policy

- 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.

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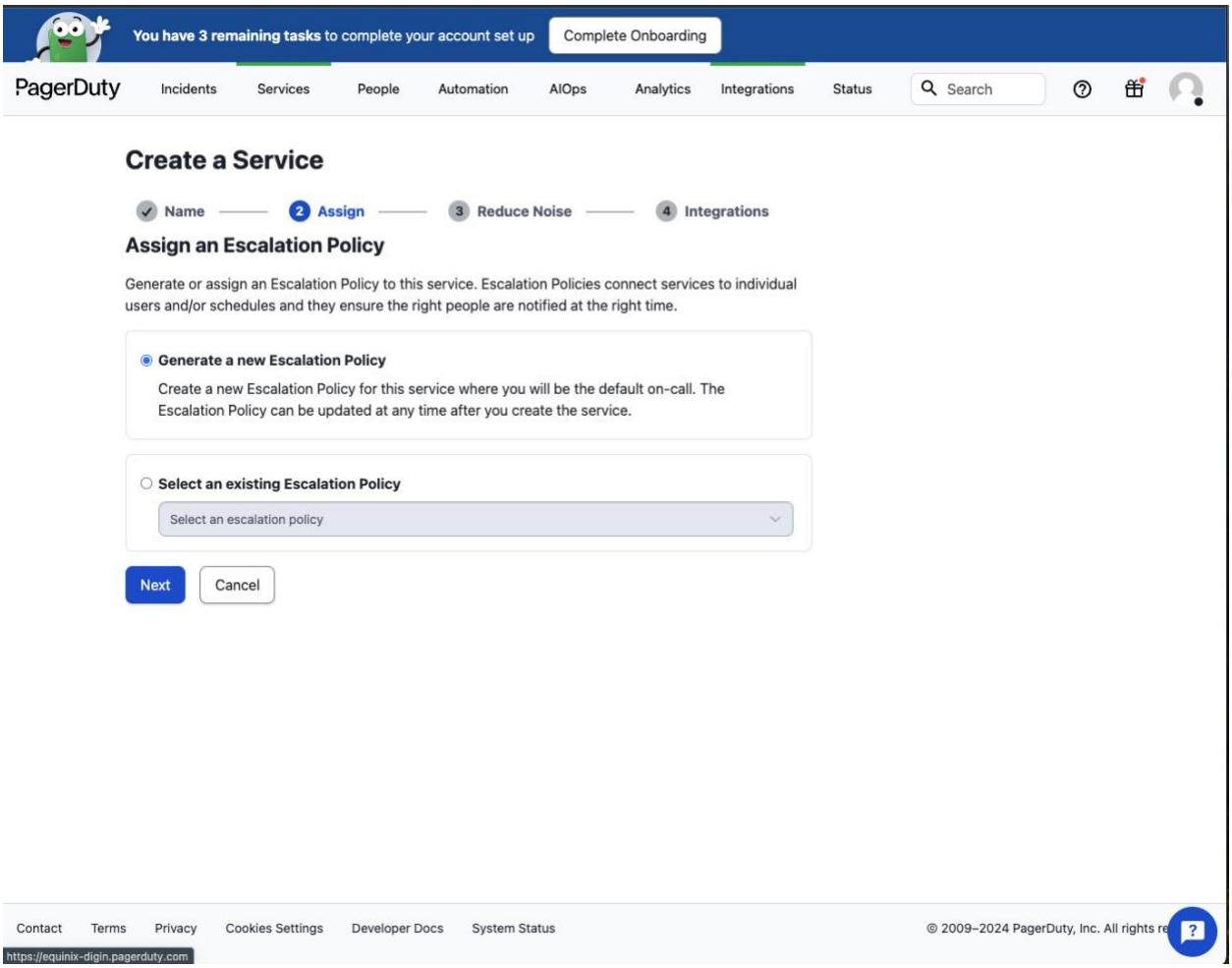

1.3 Configure Escalation Policy Alerts

- 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.

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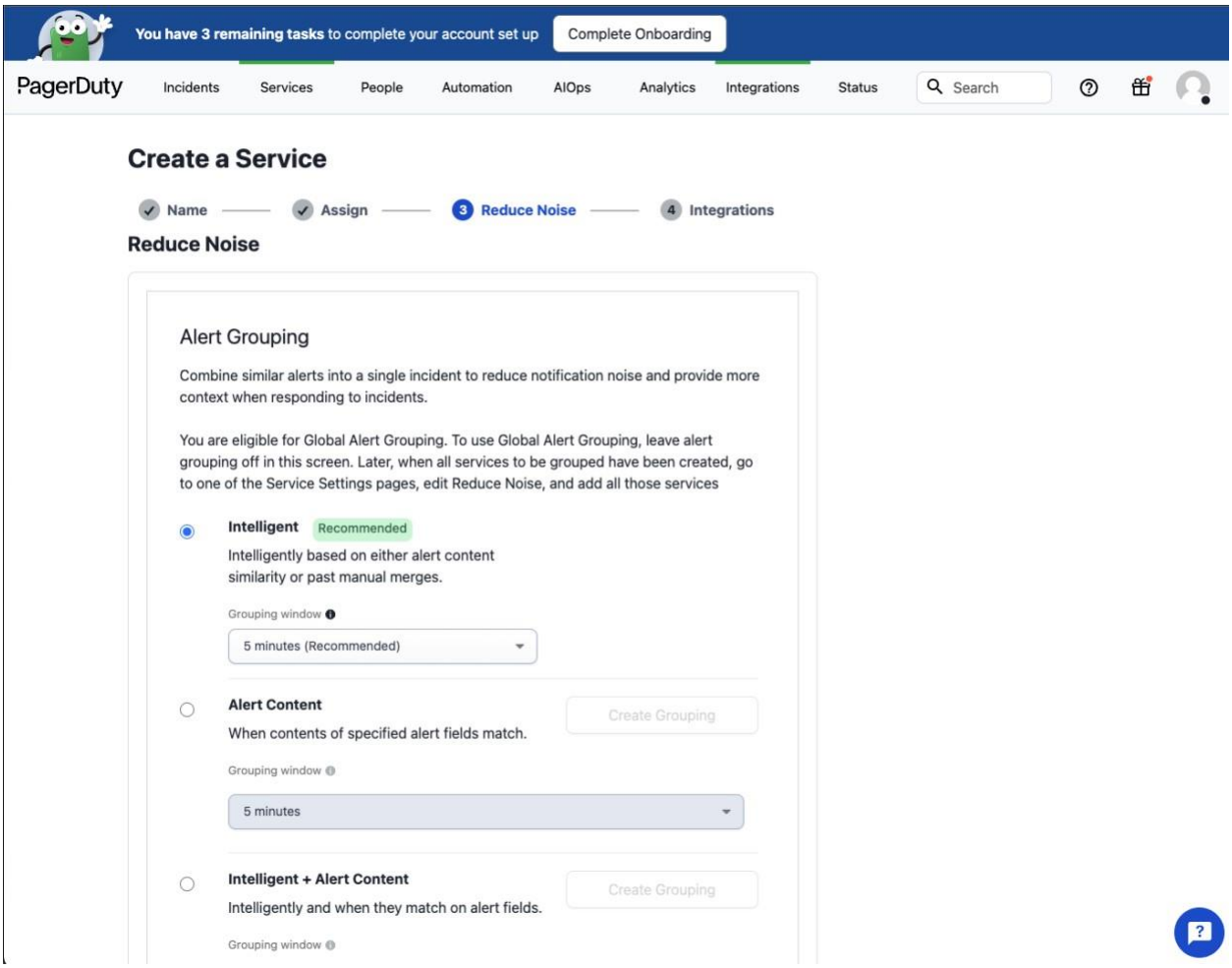

1.4 Select Integration(s) for the Service

- 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.

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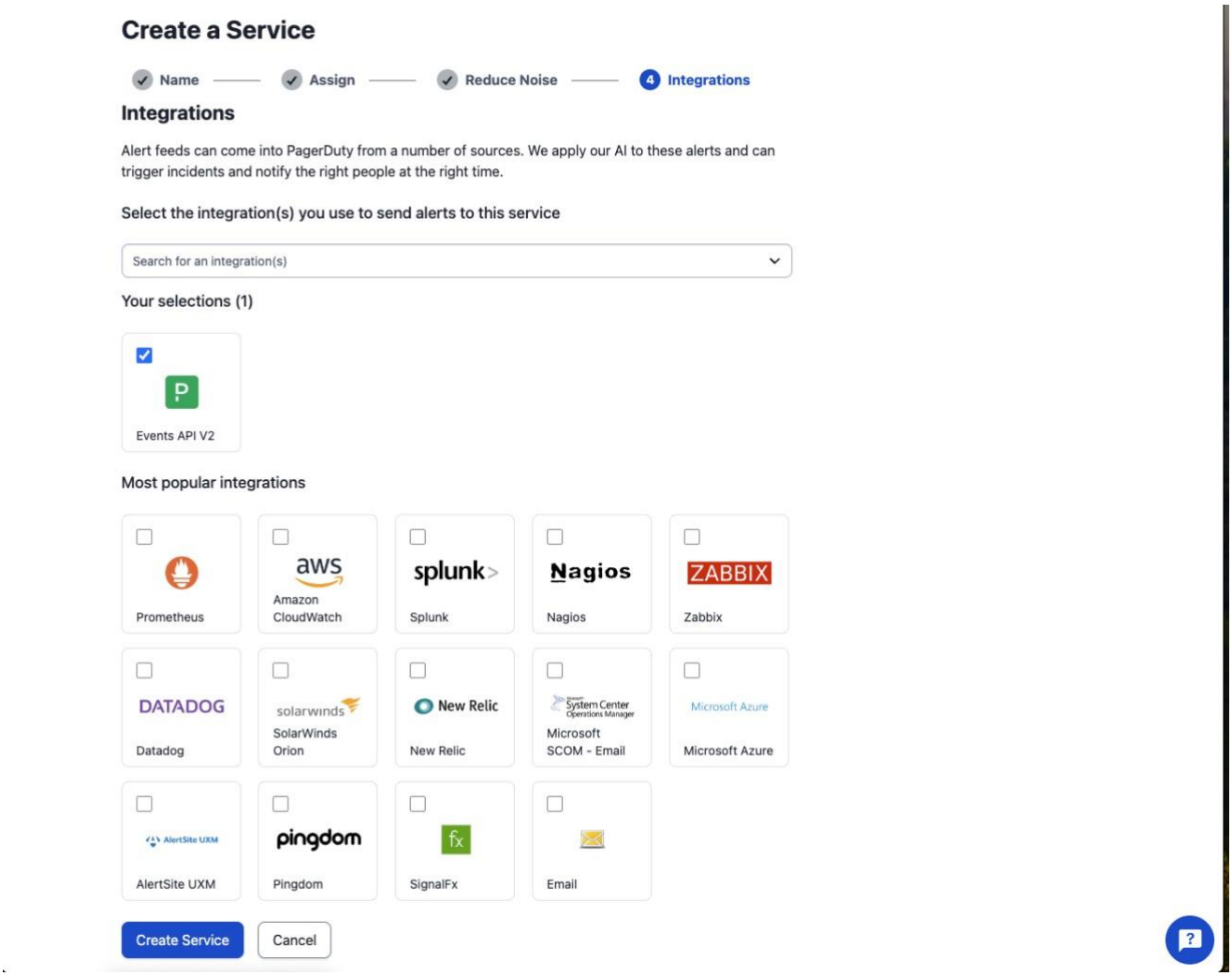

2. Save the Integration Key from the Service

• 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.

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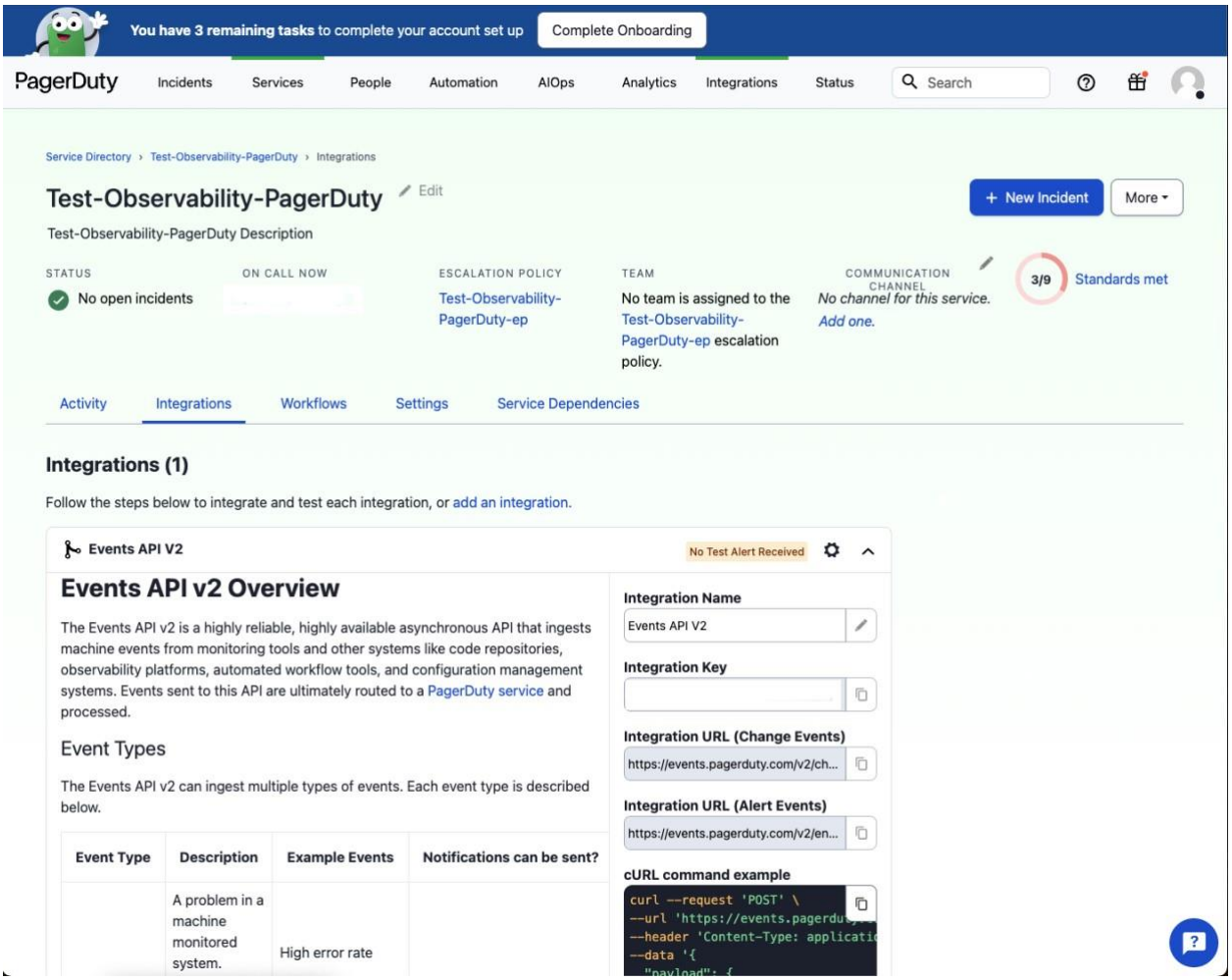

2.2 Start receiving Fabric Events in the PagerDuty Service

- **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

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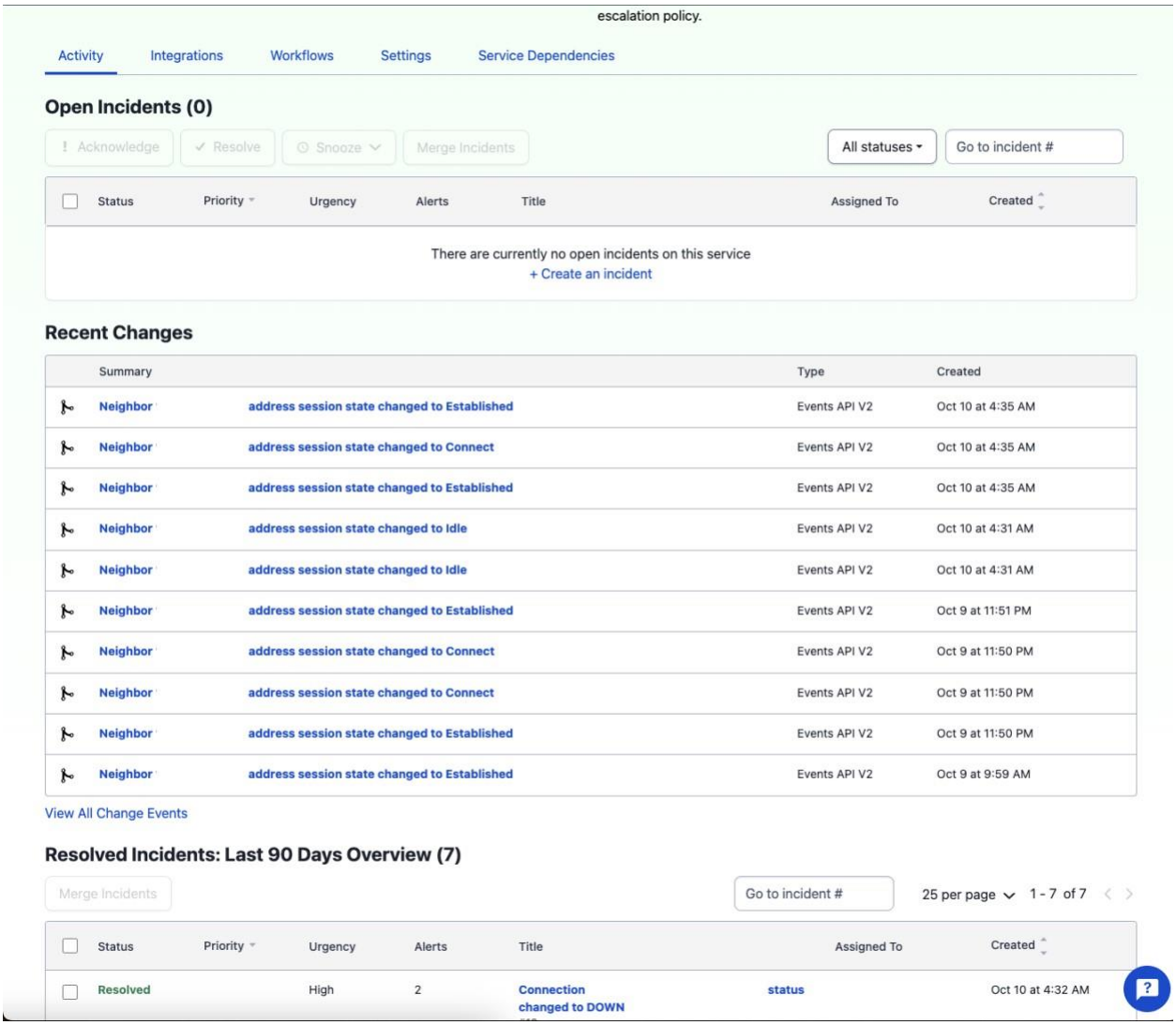

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