



Webhook Example for PagerDuty

Cloud Insights

Tony Lavoie
April 01, 2021

Table of Contents

Webhook Example for PagerDuty 1

Webhook Example for PagerDuty

Webhooks allow users to send alert notifications to various applications using a customized webhook channel. This page provides an example for setting up webhooks for PagerDuty.



This page refers to third-party instructions, which could be subject to change. Refer to the [PagerDuty documentation](#) for the most up-to-date information.

PagerDuty Setup:

1. In PagerDuty, navigate to **Services > Service Directory** and click on the **+New Service** button
2. Enter in a *Name* and select *Use our API directly*. Click on *Add Service*.

Add a Service

A service may represent an application, component or team you wish to open incidents against.

General Settings

Name

Description

Integration Settings

Connect with one of PagerDuty's supported integrations, or create a custom integration through email or API. Alerts for a service from a supported integration or through the Events V2 API.

You can add more than one integration to a service, for example, one for monitoring alerts and one for [change events](#).

Integration Type

Select a tool

PagerDuty integrates with hundreds of tools, including monitoring tools, ticketing systems, code repositories, and deploy pipelines. This may involve configuration steps in the tool you are integrating with PagerDuty.

Integrate via email

If your monitoring tool can send email, it can integrate with PagerDuty using a custom email address.

Use our API directly

If you're writing your own integration, use our Events API. More information is in our developer documentation.

Don't use an integration

If you only want incidents to be manually created. You can always add additional integrations later.

3. Click on the *Integrations* tab to see the **Integration Key**. You will need this key when you create the Cloud Insights webhook below.

1. Go to **Incidents** or **Services** to view Alerts.

PagerDuty Incidents Services People Analytics Status

Incidents on All Teams

Your open incidents: 6 triggered, 0 acknowledged

All open incidents: 6 triggered, 0 acknowledged

1 Acknowledge Reassign Resolve Snooze Go to incident #... All Teams

Open Triggered Acknowledged Resolved Any Status Assigned to me All

Status	Urgency	Title	Created	Service	Assigned To
Triggered	High	WARNING AL-18 aggregate_name:avmy02aa1 @ 5:45 PM (Triggered)	at 5:45 PM #1	Test3	Edwin Chung
Triggered	High	WARNING AL-20 aggregate_name:avmy02aa0 @ 5:45 PM (Triggered)	at 5:45 PM #3	Test3	Edwin Chung
Triggered	High	WARNING AL-19 aggregate_name:avmy02aa0 @ 5:45 PM (Triggered)	at 5:45 PM #4	Test3	Edwin Chung
Triggered	High	WARNING AL-17 aggregate_name:avmy02aa1 @ 5:45 PM (Triggered)	at 5:45 PM #3	Test3	Edwin Chung
Triggered	High	%severity% %alertid% %triggeredOn% @ 5:22 PM (Triggered)	at 5:22 PM #2	Test3	Edwin Chung
Triggered	High	%severity% %alertid% %triggeredOn% @ 5:17 PM (Triggered)	at 5:17 PM #1	Alerts	Edwin Chung

Create Cloud Insights Webhook:

1. In Cloud Insights, navigate to **Admin > Notifications** and select the **Webhooks** tab. Click **+Webhook** to create a new webhook.
 2. Give the webhook a meaningful Name, such as "PagerDuty Trigger". You will use this webhook for critical- and warning-level events.
 3. In the *Template Type* drop-down, select **PagerDuty**.
1. Create a custom parameter secret named *routingKey* and set the value to the PagerDuty *Integration Key* value from above.

Custom Parameters and Secrets i

Name	Value ↑	Description
%%routingKey%%	*****	⋮

+ Parameter

Name i

Value

Type

Secret▼

Description

Cancel Save Parameter

Repeat these steps to create a "PagerDuty Resolve" webhook for resolved events.

PagerDuty to Cloud Insights Field Mapping

The following table and image show the mapping of fields between PagerDuty and Cloud insights:

PagerDuty	Cloud Insights
Alert Key	Alert ID
Source	Triggered On
Component	Metric Name
Group	Object Type
Class	Monitor Name

Message Body

```
{
  "dedup_key": "%alertId%",
  "event_action": "trigger",
  "links": [
    {
      "href": "https://%%cloudInsightsHostname%%alertRelativeUrl%",
      "text": "'%%metricName%%' value of %%value%% (%%alertCondition%%) for
%%triggeredOn%%"
    }
  ],
  "payload": {
    "class": "%monitorName%",
    "component": "%metricName%",
    "group": "%objectType%",
    "severity": "critical",
    "source": "%triggeredOn%",
    "summary": "%severity% | %alertId% | %triggeredOn%"
  },
  "routing_key": "%routingKey%"
}
```

Notifications via Webhook

To notify on events via webhook, in Cloud Insights navigate to **Alerts > Monitors** and click **+Monitor** to create a new [monitor](#).

- Select a metric and define the monitor's conditions.
- Under **_Set up team notification(s)**, choose the **Webhook** Delivery Method.
- Choose the "PagerDuty Trigger" webhook for Critical- and Warning-level events.
- Choose the "PagerDuty Resolve" for resolved events.

3 Set up team notification(s) (alert your team via email, or Webhook)

By Webhook	Notify team on	Use Webhook(s)	
	Critical, Warning	PagerDuty Trigger x	x
	Resolved	PagerDuty Resolve x	x



Setting separate notifications for trigger events versus resolved events is a best practice, since PagerDuty handles trigger events differently than resolved events.

Copyright Information

Copyright © 2021 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.