



Cisco DNA Center-to-PagerDuty Integration

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About Cisco DNA Center-to-PagerDuty Integration

You can integrate Cisco DNA Center with PagerDuty.



Note PagerDuty is an incident management platform that provides reliable notifications to detect and correct infrastructure problems. For information about PagerDuty, see <https://www.pagerduty.com/>.

The following table displays the supported Cisco DNA Center-to-PagerDuty integration workflow.

Table 1: Cisco DNA Center-to-PagerDuty Integration Workflow

Step	Description
Step 1	<p>Review the following Cisco DNA Center-to-PagerDuty integration requirements:</p> <ul style="list-style-type: none">• The latest Cisco DNA Center release.• PagerDuty <p>Note PagerDuty integration with Cisco DNA Center is accomplished using the PagerDuty Events REST APIs and the Cisco DNA Center Events framework.</p> <p>For information about the PagerDuty Events APIs, see https://developer.pagerduty.com/docs/events-api-v2/overview/.</p>
Step 2	<p>Configure the integration settings. Click the menu icon (☰) and choose System > Settings > System Configuration > Integration Settings. Enter your callback URL hostname or IP address.</p>

Step	Description
Step 3	<p>Select and subscribe one or more events to forward notifications from Cisco DNA Center to PagerDuty.</p> <p>To access an event in Cisco DNA Center, click the menu icon (≡) and choose Platform > Developer Toolkit > Event Notifications > Event Catalog. Event Catalog displays all the events. Click the Notification tab to subscribe to an event.</p>
Step 4	<p>In the Notifications tab, create a new notification for the event.</p> <p>Follow the steps in the Create a New Notification wizard and select PagerDuty as the notification channel.</p> <p>The following data must be entered in the Cisco DNA Center platform GUI for the selected event:</p> <ul style="list-style-type: none"> • PagerDuty Events API URL • PagerDuty Integration key (routing key) <p>For detailed information about this event configuration procedure, see Subscribe Cisco DNA Center Event Notifications to PagerDuty, on page 3.</p>
Step 5	<p>Notifications for the selected event are now forwarded to PagerDuty from Cisco DNA Center.</p> <p>The following are the supported workflow connections between Cisco DNA Center issues and PagerDuty events:</p> <ul style="list-style-type: none"> • Open Cisco DNA Center to trigger PagerDuty.
Step 6	<p>PagerDuty responds to Cisco DNA Center with one of the following REST API responses:</p> <ul style="list-style-type: none"> • 202: The event has been accepted by PagerDuty. • 400: Bad Request - Check that the JSON is valid. • 429: Too many API calls at a time. • 500 or other 5xx: Internal Server Error - the PagerDuty server experienced an error while processing the event. • Networking Error: Error while trying to communicate with PagerDuty servers.
Step 7	<p>Review and change (if necessary) the incident status in PagerDuty.</p> <p>Note Refer to your PagerDuty documentation for information about performing this step.</p>
Step 8	<p>Close the incident in PagerDuty.</p> <p>Note Refer to your PagerDuty documentation for information about performing this step.</p>
Step 9	<p>PagerDuty integration is a one-way notification from Cisco DNA Center to PagerDuty. Cisco DNA Center is not dependent on PagerDuty status to close an issue.</p>

Subscribe Cisco DNA Center Event Notifications to PagerDuty

You can configure a Cisco DNA Center platform event notification to appear in PagerDuty as an alert. Follow the steps described in this procedure to configure a Cisco DNA Center event notification so that it appears in PagerDuty.

Before you begin

Ensure that you have PagerDuty running on a system that you will integrate with Cisco DNA Center platform. Refer to your PagerDuty documentation for instructions on setting up PagerDuty.

You must have the appropriate permissions to perform the tasks as described in this procedure. For information about role-based access control for the Cisco DNA Center platform, see the [Cisco DNA Center Platform User Guide](#).

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- Step 1** Click the menu icon (☰) and choose **Platform > Developer Toolkit > Event Notifications**.
The **Event Notifications** window opens.
- Step 2** Click the **Notifications** tab to view the notification tiles.
Each notification is represented by a tile and contains link to view notification details. From the CHANNELS area in the left pane, click the radio button next to the notification channels to view the existing tiles with the selected channel.
- Step 3** Follow the steps in the **Create a New Notification** wizard to create a new notification.
Click **Let's Do It** to go directly to the workflow.
- Step 4** In the **Select Site and Events** window, select a site from the drop-down list and select an event or events that support the required notification channel.
- Step 5** Click **Next**.
The **Select Channels** window opens.
- Step 6** In the **Select Channels** window, choose PAGERDUTY as the notification channel.
Click **Next** to configure the following values in the **PAGERDUTY Settings** window:
- In the SERVICE CONFIGURATION area, click either **Select Existing Instance** to use the existing PagerDuty instance or **Create New Instance** to create a new PagerDuty instance.
 - From the **Select Instance** drop-down list, choose a PagerDuty instance.
 - In the **PagerDuty Events API URL** field, enter a PagerDuty event API URL.
 - In the **PagerDuty Integration Key** field, enter a PagerDuty integration key.
 - In the **PagerDuty Events API Version** field, choose an events API version from the dropdown list.
- Step 7** Click **Next**.
The **Name and Description** window opens.
- Step 8** Click **Next**.

The **Summary** window opens.

Step 9 In the **Summary** window, review the configuration settings.

To make any changes, click **Edit**.

Step 10 Click **Finish**.

The **Done! Your new notification is complete** window appears.

For more information, see **Work with Event Notifications** in the [Cisco DNA Center Platform User Guide](#) and **Create an Event Notification** in the [Cisco DNA Center User Guide](#).

What to do next

Access PagerDuty to review the events.

The Cisco DNA Center events will appear in PagerDuty as alerts within the PagerDuty **INCIDENTS** window. You can review and mark the alert as **Resolved** in this window.