

配置PagerDuty的Catalyst Center事件通知

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简介

本文档介绍如何将PagerDuty与Cisco Catalyst Center集成以向PagerDuty发送通知/警报。

先决条件

要求

基本知识：

- Cisco Catalyst Center通知
- PagerDuty

使用的组件

- 思科Catalyst Center 2.3.5.x
- PagerDuty

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。



注意：思科技术支持中心(TAC)不为PagerDuty提供技术支持。如果您遇到PagerDuty问题，请与PagerDuty支持联系以获得技术支持。

配置

在PagerDuty上创建服务

1. 在PagerDuty主页上，转至Integrations > Service Integrations，并单击+New Service按钮添加新服务。

Service Directory

A service in PagerDuty represents a component, microservice or piece of infrastructure a team operates, manages, and monitors. Usually it's something you'd go on call for. [Learn more about the service directory.](#)



Services Maintenance Windows

Search filters: Search, All Teams, Any business services, Any time, Service name (A - Z)

Total services 1 Export

Table with 1 row: Default Service, Team: No team is assigned, On Call Now: Jorge Alvarado, Last Incident: No incidents so far, Open Incidents: 0 triggered, 0 acknowledged, Standards met: 1/9

“服务目录”页

2. 继续为新服务添加名称和说明（可选）。单击 Next。

Create a Service

- 1 Name 2 Assign 3 Reduce Noise 4 Integrations

Name and Description

A technical service reflects a discrete piece of functionality that is wholly owned by one team. One or more technical services combine to deliver customer-facing or business capabilities.

Example names of technical services

- Payment Processing, Checkout App Server, Inventory Database, Create Account, Account Authentication, Search - Suggest

Name*

Input field with text: Catalyst Center

Tip: Avoid using PagerDuty or Alerts in the service name as this will appear in the notification

Description

Input field with text: Catalyst Center

Buttons: Next, Cancel

3. 在第四步(集成)上，在创建服务工作流程期间，搜索Cisco DNA Center Notifications选项，选择该选项，然后继续创建服务。

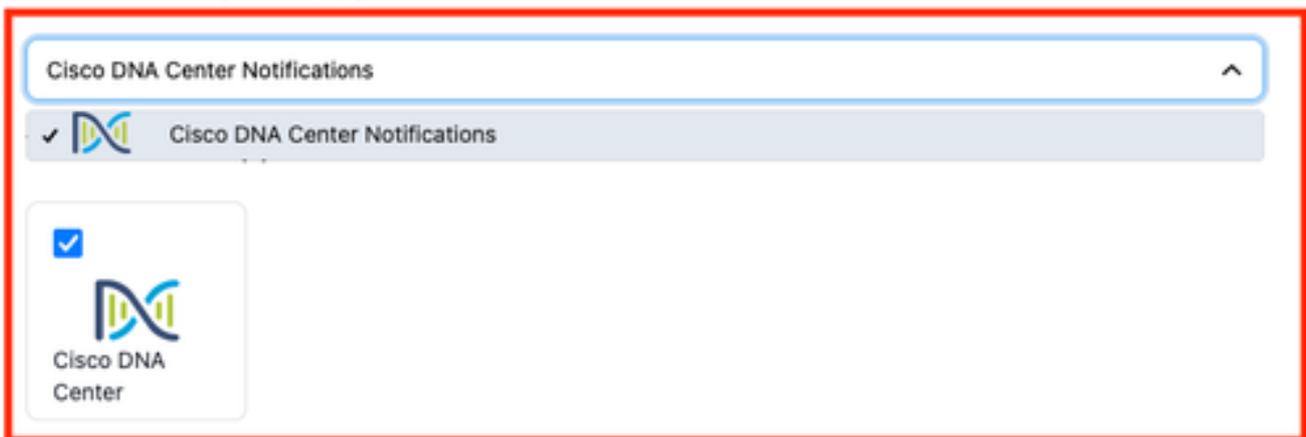
Create a Service

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

Integrations

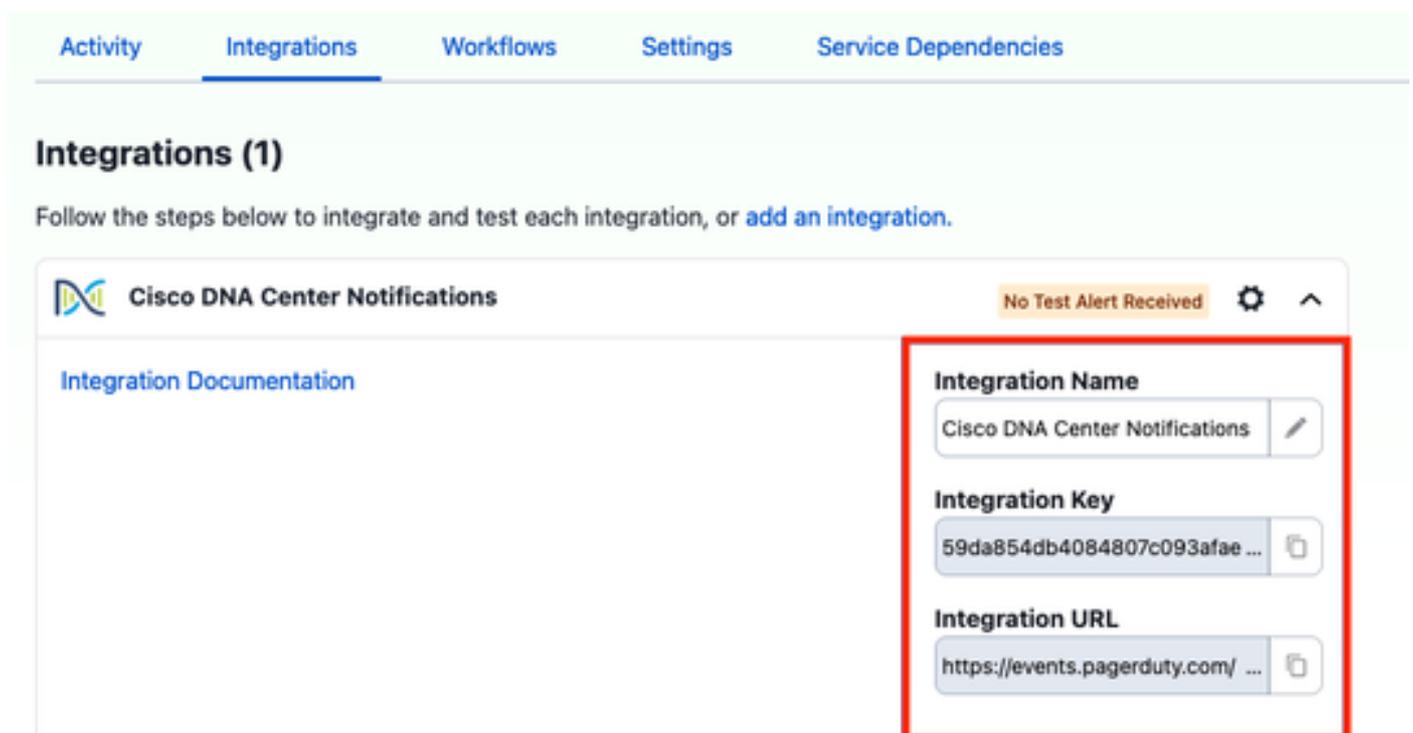
Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

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



4. 创建服务后，转至Integrations > Service Integrations > Select the service you just created > Integrations，然后展开Cisco DNA Center Notifications面板。

获取Integration Key和Integration URL。

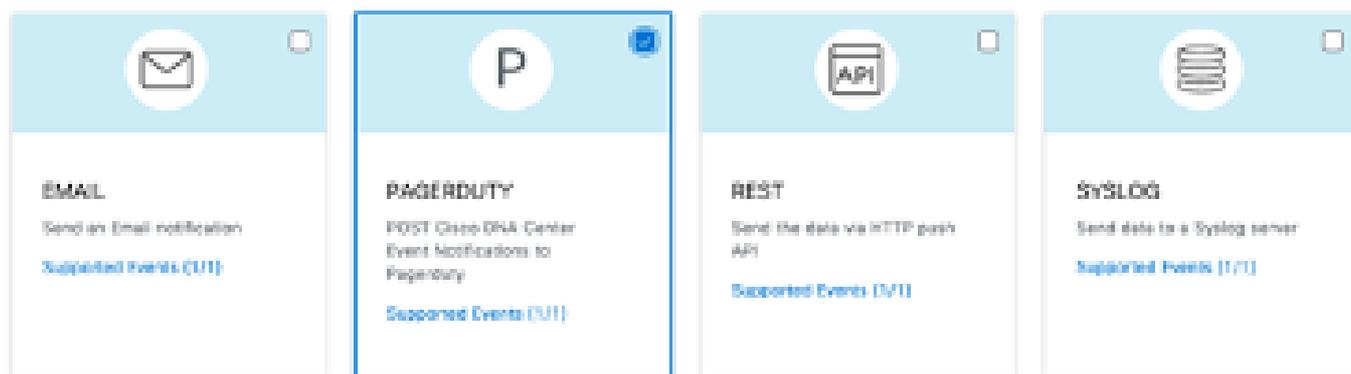


将PagerDuty添加到Catalyst Center

1. 在Catalyst Center上，导航到平台>开发人员工具包>事件通知>通知，并创建新通知。
2. 对于第1步(选择站点和事件)，选择要订阅新通知的相应站点和事件。
3. 在第2步(选择信道)中，选择PAGERDUTY选项。

Step 2 - Select Channels

Choose the notification channels



4. 在第3步(PAGERDUTY设置)期间，继续创建新实例，并复制/粘贴属于从之前步骤获取的集成URL 和集成密钥值的PagerDuty事件API URL和PagerDuty集成密钥。

Step 3 - PAGERDUTY Settings

Configure the PAGERDUTY channel settings for this notification

SERVICE CONFIGURATION

Select Existing Instance Create New Instance

Instance Name*

PAGERDUTY

PagerDuty Events API URL*

<https://events.pagerduty.com/v2/enqueue>

PagerDuty Integration Key*

[a854db4084807c093afae9ec20b7f](#) [HIDE](#)

PagerDuty Events API Version

2 ▼

5. 继续完成通知。

验证

要测试PagerDuty是否正在接收通知，请在Catalyst Center上导航到平台>开发人员工具包>事件通知>事件目录，搜索您在发出通知时订阅的事件，然后在名称上点击该事件。

The screenshot shows the Cisco DNA Center interface. The breadcrumb navigation is Platform / Developer Toolkit. The main menu includes APIs, Integration Flows, and Event Notifications. Under Event Notifications, there are sub-menus for Notifications and Event Catalog. The Event Catalog is active, showing a search bar with the text 'switch unre'. Below the search bar is a table with the following data:

Event ID	Name	Type	Category	Severity
NETWORK-NON-FABRIC_WIRED-1-200	Switch Unreachable	NETWORK	ALERT	1

选择事件，然后单击Try-it Now选项，再单击Publish选项：

Switch Unreachable

Event Details Notifications **Try-It Now**

GENERAL INFORMATION

Details

```
1 {
2   "Type": "$eventSource$",
3   "Assurance Issue Details": "This network device $nwDeviceName$ i
4   "Assurance Issue Priority": "$priority$",
5   "Device": "$eventUniqueId$",
6   "Assurance Issue Name": "Network Device $managementIpAddr$ Is Un
7   "Assurance Issue Category": "$category$",
8   "Assurance Issue Status": "$status$"
```

Cancel **Publish**

等待Catalyst Center将事件发布到PagerDuty。

Notification

Event Name
Switch Unreachable

Event Id
NETWORK-NON-FABRIC_WIRED-1-200

Result

Notification	Channel	Status	Message
Webex Test	WEBEX	● PUBLISHED	

在PagerDuty主页上，会报告通知。

Incidents on All Teams

+ New Incident

Your open incidents

1 triggered
0 acknowledged

All open incidents

1 triggered
0 acknowledged

👤 Acknowledge 🔄 Reassign ✓ Resolve ⏸ Snooze

Go to incident #... All Teams

Open Triggered Acknowledged Resolved Any Status Assigned to me All

Status	Priority	Urgency	Title	Created	Service	Assigned To
Triggered	--	High	This network device is unreachable from controller. The device role is [SHOW DETAILS] (1 triggered alert)	at 3:37 PM	Catalyst Center	Jorge Alvarez

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Activity over last 7 days

Service	Title	Time	Activity
Catalyst Center	[E] This network device is unreachable from controller. The device role is	at 3:37 PM	Triggered through the API. Description: This network device is unreachable from controller. The device role is (View Message)

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Next Steps: Your Team

You are all done being on-call all the time. Get some backup, invite your team:

+ Add your colleagues

Then share on-call responsibilities:

+ Create an on-call schedule

Next Steps: Your Tools

Add all your tools to begin monitoring your systems today:

+ Add new services

GETTING STARTED

Setting up PagerDuty
How do I create my first notification?
Roll up the view window

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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