

# Configure Catalyst Center Event Notifications for PagerDuty

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## Introduction

This document describes how to integrate PagerDuty with Cisco Catalyst Center to send notifications/alerts to PagerDuty.

## Prerequisites

### Requirements

Basic Knowledge on:

- Cisco Catalyst Center Notification
- PagerDuty

### Components Used

- Cisco Catalyst Center 2.3.5.x
- PagerDuty

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.



**Note:** The Cisco Technical Assistance Center (TAC) does not provide technical support to the PagerDuty. If you experience issues with PagerDuty, please contact PagerDuty Support for technical assistance.

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## Configure

### Create a Service on PagerDuty

1. On PagerDuty main page, go to **Integrations > Service Integrations** and add a new service by clicking on the + **New Service** button.

## 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 [ ] TEAM [ All Teams ] BUSINESS SERVICE [ Any business services ] LAST INCIDENT [ Any time ] SORT BY [ Service name (A - Z) ]

Total services 1



	TEAM	ON CALL NOW	LAST INCIDENT	OPEN INCIDENTS	Standards met	More
<b>Default Service</b> Your first service - describe what this service is monitoring and any information that will help res... <a href="#">More</a>	No team is assigned to the <b>Default</b> escalation policy.	<b>Jorge Alvarado</b>	No incidents so far.	0 triggered 0 acknowledged	1/0	

Service Directory Page

2. Proceed to add a **Name** and **Description** (optional) for the new service. Click **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\*

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

#### Description

3. On step number four (**Integrations**), during the **Create a Service** workflow, search the option **Cisco DNA Center Notifications**, select it and proceed to create the service.

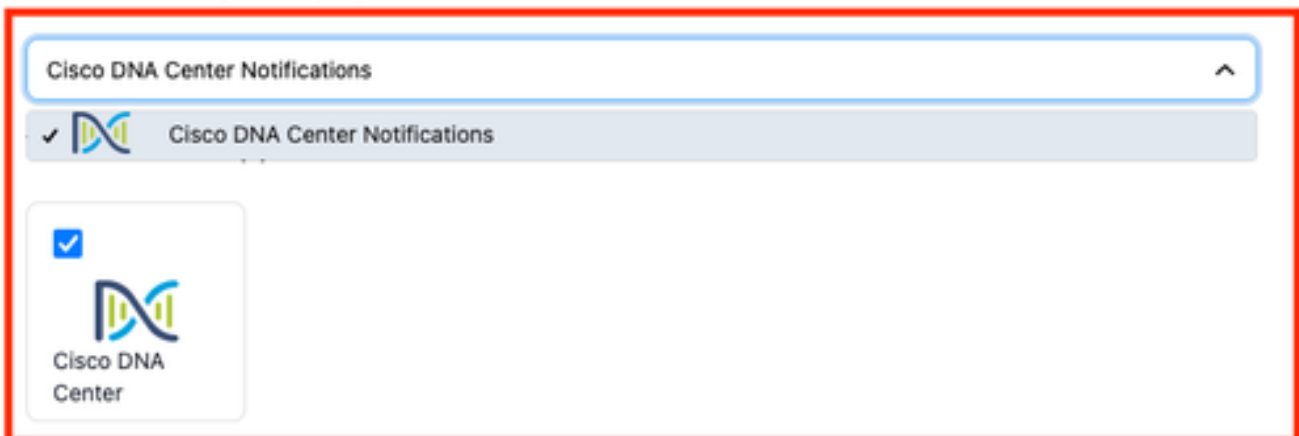
## Create a Service

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

### Integrations

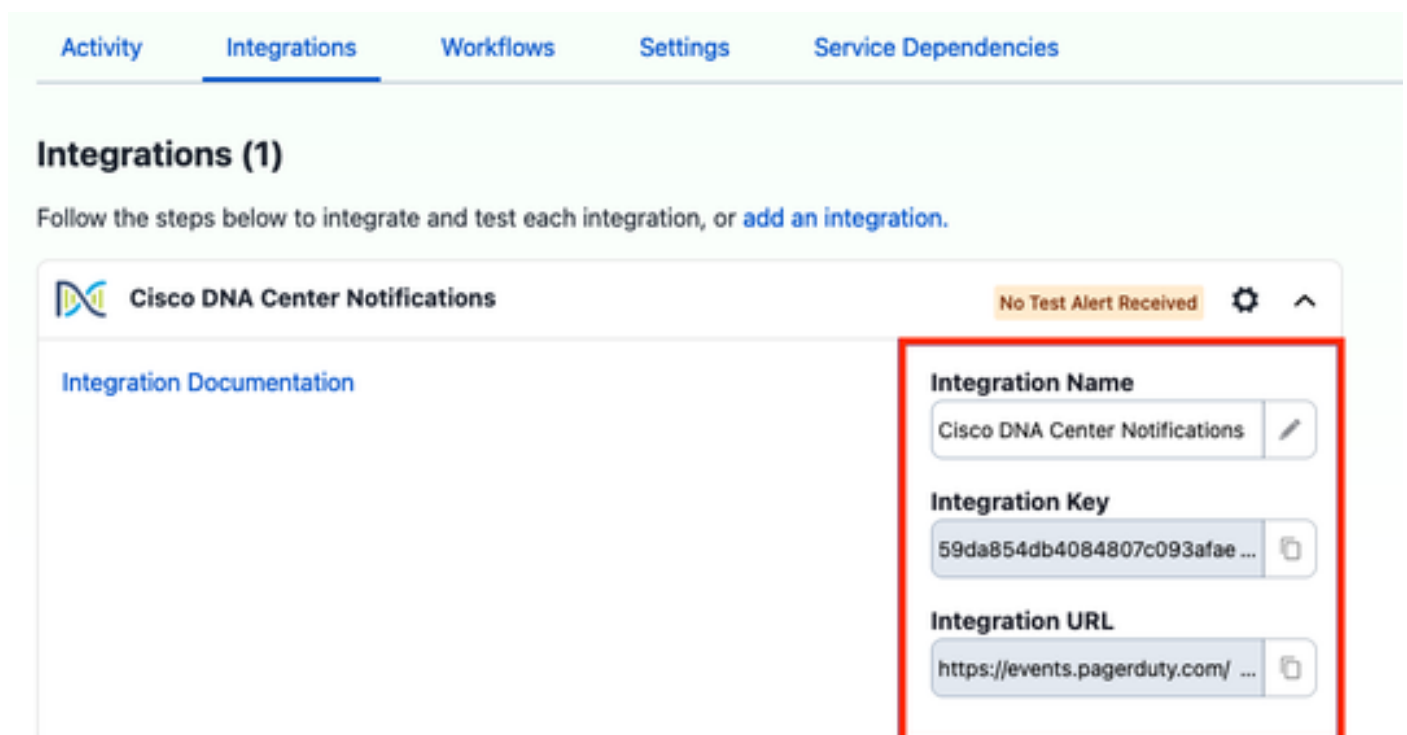
Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

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



4. Once the service has been created, go to **Integrations > Service Integrations > Select the service you just created > Integrations** and expand the **Cisco DNA Center Notifications** card.

Get the **Integration Key** and **Integration URL**.

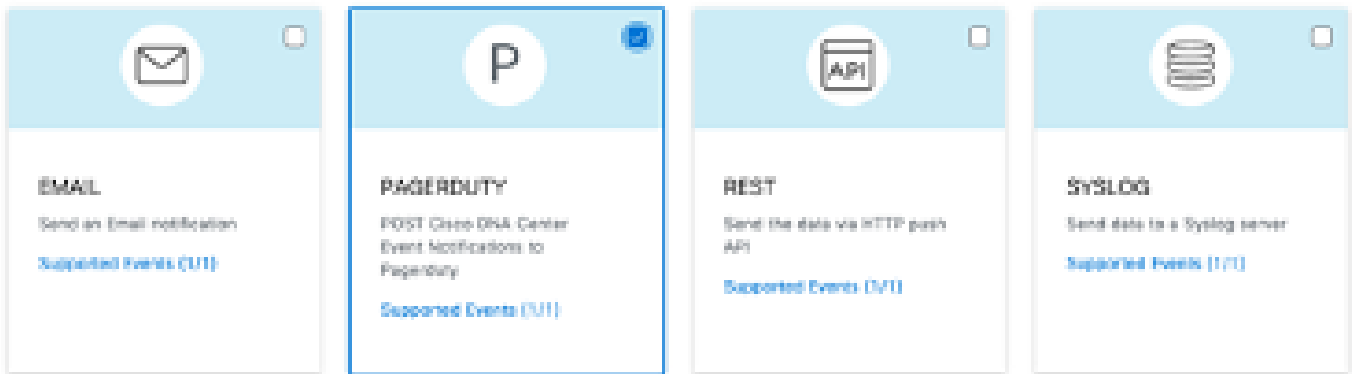


## Add PagerDuty to Catalyst Center

1. On Catalyst Center, navigate to **Platform > Developer Toolkit > Event Notifications > Notifications** and create a new notification.
2. For **Step 1 (Select Site and Events)**, select the corresponding sites and events to subscribe for the new notification.
3. On **Step 2 (Select Channels)**, select the **PAGERDUTY** option.

### Step 2 - Select Channels

Choose the notification channels



4. During **Step 3 (PAGERDUTY Settings)**, proceed to create a new instance and copy/paste the **PagerDuty Events API URL** and **PagerDuty Integration Key** which belong to the values **Integration URL** and **Integration Key** obtained from the previous steps.

# 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](#)

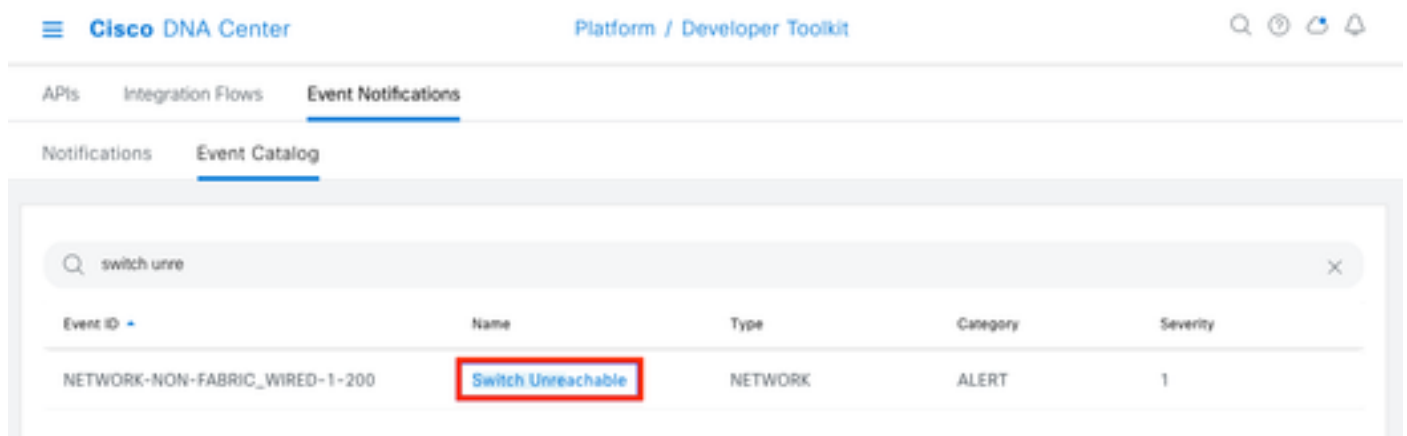
PagerDuty Events API Version

2 

5. Proceed to finish the Notification.

## Verify

To test if notifications are being received by PagerDuty, on Catalyst Center, navigate to **Platform > Developer Toolkit > Event Notifications > Event Catalog** and search for the event you subscribed to at the time of making the notification and click it on the name.



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 tabs for Notifications and Event Catalog. A search bar contains 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

Select the Event and click on the **Try-it Now** option followed by the **Publish** option:

# 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**

Wait for Catalyst Center to publish the event to PagerDuty.

## Notification

**Event Name**  
Switch Unreachable

**Event Id**  
NETWORK-NON-FABRIC\_WIRED-1-200

**Result**

Notification	Channel	Status	Message
Webex Test	WEBEX	<span style="color: blue;">●</span> PUBLISHED	

On PagerDuty main page, the notification is reported.

# Incidents on All Teams

[+ New Incident](#)

## Your open incidents

1 triggered  
0 acknowledged

## All open incidents

1 triggered  
0 acknowledged

<input type="checkbox"/>	Status	Priority	Urgency	Title	Created	Service	Assigned To
<input type="checkbox"/>	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 Alvarado

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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. <b>Description:</b> 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?](#)  
[Focus on the first incident](#)

PagerDuty Main Page