

為PagerDuty配置Catalyst中心事件通知

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簡介

本文檔介紹如何將PagerDuty與Cisco Catalyst Center整合以向PagerDuty傳送通知/警報。

必要條件

需求

基本知識：

- Cisco Catalyst中心通知
- 尋呼任務

採用元件

- Cisco Catalyst中心2.3.5.x
- 尋呼任務

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。



注意：思科技術支援中心(TAC)不為PagerDuty提供技術支援。如果您遇到PagerDuty問題，請與PagerDuty支援聯絡以獲取技術支援。

設定

在PagerDuty上建立服務

1. 在PagerDuty首頁上，轉至Integrations > Service Integrations，透過點選+ New Service按鈕增加新服務。

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 [Export]

Service	TEAM	ON CALL NOW	LAST INCIDENT	OPEN INCIDENTS	Standards met
Default Service Your first service - describe what this service is monitoring and any information that will help res... More	No team is assigned to the Default escalation policy.	Jorge Alvarado	No incidents so far.	0 triggered 0 acknowledged	1/9 Standards met

服務目錄頁面

2. 繼續為新服務增加名稱和說明（可選）。按「Next」（下一步）。

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
- Create Account
- Checkout App Server
- Account Authentication
- Inventory Database
- Search - Suggest

Name*



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

Description





3. 在第四步(整合)中，在建立服務工作流期間，搜尋Cisco DNA Center Notifications選項，選擇它並繼續建立服務。

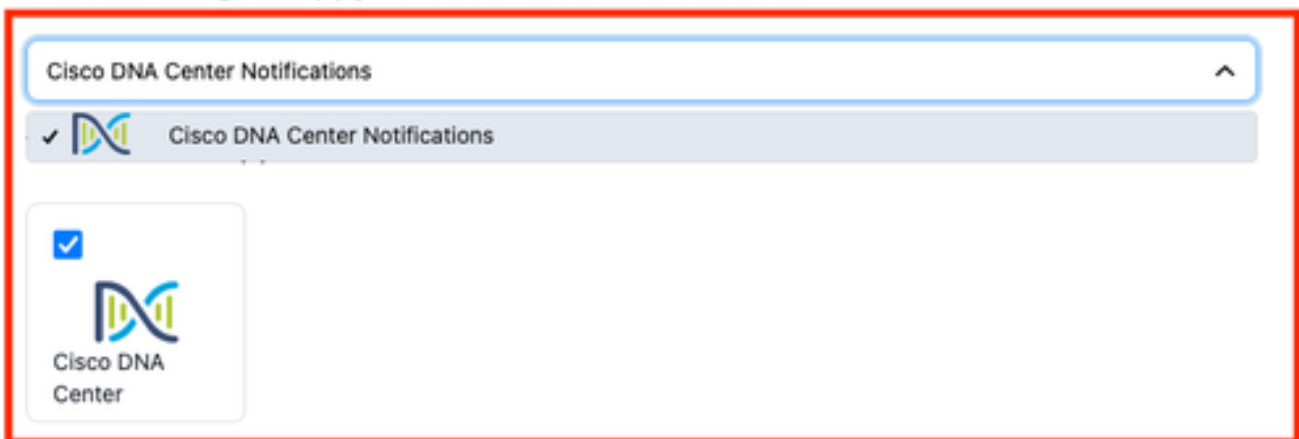
Create a Service

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

Integrations

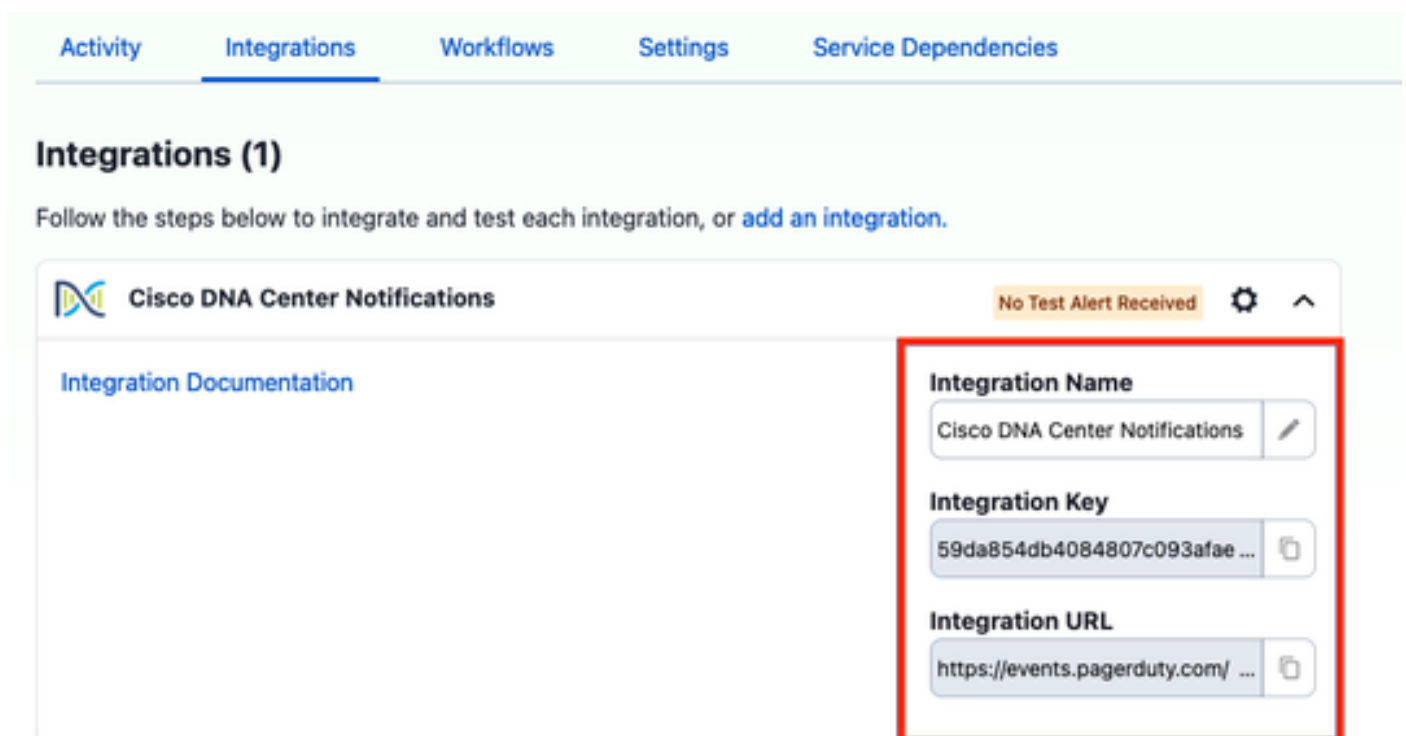
Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

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



4. 建立服務後，轉至Integrations > Service Integrations > Select the service you just created > Integrations，然後展開Cisco DNA Center Notifications圖表。

獲取Integration Key和Integration URL。

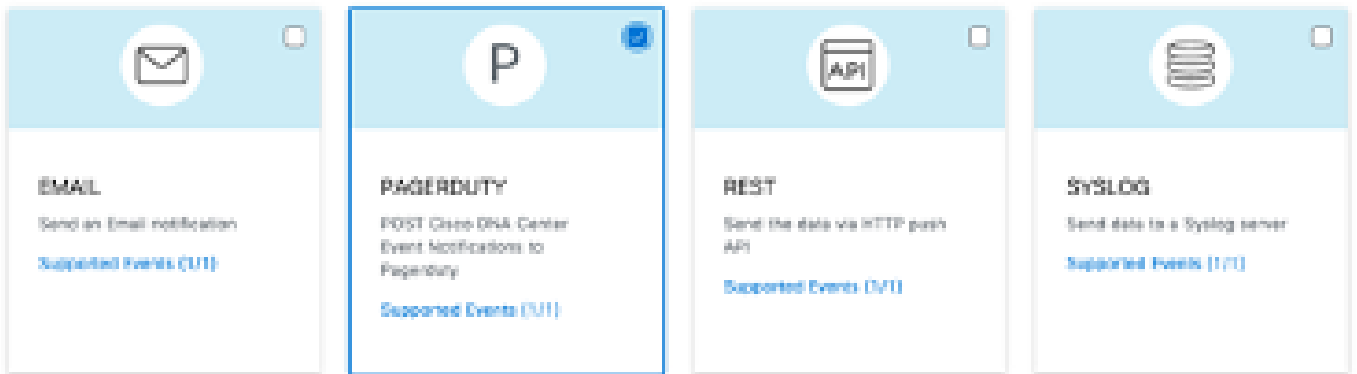


將PagerDuty增加到Catalyst Center

1. 在Catalyst Center中，導航到平台>開發人員工具包>事件通知>通知，並建立新通知。
2. 對於步驟1(選擇站點和事件)，選擇要訂閱新通知的相應站點和事件。
3. 在步驟2 (選擇通道)中，選擇PAGERDUTY選項。

Step 2 - Select Channels

Choose the notification channels



4. 在步驟3 (PAGERDUTY設定)期間，繼續建立新執行環境，並複製/貼上PagerDuty事件API URL與PagerDuty整合金鑰，這些值屬於先前步驟取得的整合URL與整合金鑰。

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. 繼續完成通知。

驗證

要測試PagerDuty是否正在接收通知，請在Catalyst Center上導航到Platform > Developer Toolkit > Event Notifications > Event Catalog，並搜尋您在傳送通知時訂購的事件，然後在名稱上點選該事件。

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

選擇「事件」，然後按一下「立即試用」選項，然後按一下「發佈」選項：

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將事件發佈到PagerDuty。



Notification

Event Name

Switch Unreachable

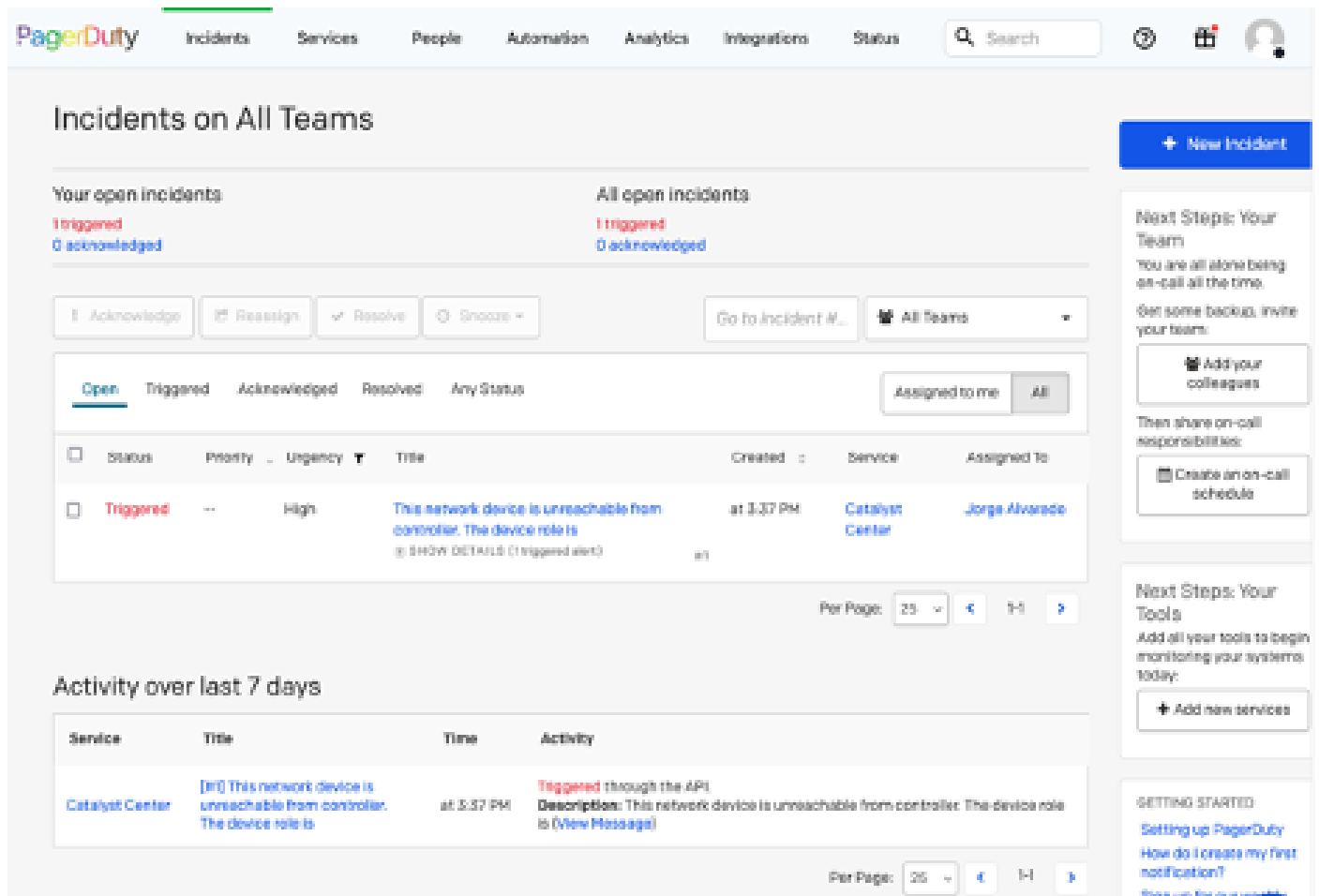
Event Id

NETWORK-NON-FABRIC_WIRED-1-200

Result

Notification	Channel	Status	Message
Webex Test	WEBEX	● PUBLISHED 	

在PagerDuty首頁上，報告通知。



The screenshot shows the PagerDuty interface. At the top, there are navigation tabs: Incidents, Services, People, Automation, Analytics, Integrations, and Status. A search bar and user profile icon are on the right. The main heading is "Incidents on All Teams". Below this, there are two summary cards: "Your open incidents" (1 triggered, 0 acknowledged) and "All open incidents" (1 triggered, 0 acknowledged). A toolbar contains buttons for Acknowledge, Reassign, Resolve, and Snooze. A "Go to incident #..." field and a dropdown menu for "All Teams" are also present. A table lists incidents with columns for Status, Priority, Urgency, Title, Created, Service, and Assigned to. One incident is listed with status "Triggered", priority "--", and urgency "High". The title is "This network device is unreachable from controller. The device role is". The activity section below shows a log of events for the last 7 days, including the triggered event for the Catalyst Center service.

PagerDuty首頁

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。