

FoglightTM

Managing PagerDuty Integration User Guide

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User Guide

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Introduction to this Guide

The Foglight PagerDuty Integration User Guide provides configuration instructions, conceptual information and instructions on how to use Foglight PagerDuty Integration.

This guide is intended for Foglight users, who want to use Foglight PagerDuty Integration to take the monitoring services to the mobile environment and view, escalate, and resolve alarms from anywhere, anytime.

This guide covers the entire integration process, starting with the prerequisites and the settings on both Foglight and PagerDuty, which are required for enabling the integration between these two products, and proceeding with the wizards used for configuring Foglight as a PagerDuty service.

About Quest Software, Inc.

Established in 1987, Quest Software (Nasdaq: QSFT) provides simple and innovative IT management solutions that enable more than 100,000 global customers to save time and money across physical and virtual environments. Quest products solve complex IT challenges ranging from database management, data protection, identity and access management, monitoring, user workspace management to Windows management. For more information, visit www.quest.com.

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Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a Quest product and have a valid maintenance contract. Quest Support provides unlimited 24x7 access to our Support Portal at <https://support.quest.com>.

From our Support Portal, you can do the following:

- Retrieve thousands of solutions from our Knowledge Base
- Download the latest releases and service packs
- Create, update, and review Support cases

View the *Global Support Guide* for a detailed explanation of support programs, online services, contact information, policies, and procedures. The guide is available at: <https://support.quest.com/Shared/Images/GlobalSupportGuide.pdf>.

Using Foglight PagerDuty Integration

Foglight PagerDuty Integration allows using the PagerDuty web service to alert Foglight users through their mobile devices, using automated phone calls, text messages (SMS) an e-mail messages. PagerDuty's escalation policies allow sending the event-driven alert to the right person, anytime, so that the requested person can view the alert and then acknowledge or resolve it.

Setting a PagerDuty Account

Using Foglight PagerDuty Integration requires setting a PagerDuty account. This account is a web service, which is established per customer and has unique credentials. Therefore, a different account should be set for each Management Server.

The default escalation policy, created when the PagerDuty account is established, assigns all incidents to the Account Owner. It is advisable to edit this policy to include several users. In so doing, if an incident is not acknowledge or resolved within the escalation timeout period, it is passed on, or escalated, to the next user in line.

Note PagerDuty communicates with Foglight using the Generic API system service. PagerDuty by default, throttles API services to 60 requests per minute and e-mail services to 300 messages per minute.

Note Foglight communicates with PagerDuty using either user and password or API key. To enable connecting through API key, generate the Full Access API key within PagerDuty. For details, see <http://support.pagerduty.com/entries/23761081-Generating-an-API-Key>.

Configuring Foglight PagerDuty Integration

To configure Foglight PagerDuty Integration:

- 1 Select **Homes > Alerting with PagerDuty**.

The following prompt appears.

PAGERDUTY

Get Started

Alerting on the go

View, escalate, and resolve alarms from anywhere, anytime, using the PagerDuty integration cartridge. Leverage mobile devices to track and handle incidents through SMS, email, and push notifications.

Visit PagerDuty at: www.pagerduty.com

- 2 Click **Connect** to launch the integration wizard.
- 3 The first screen, *PagerDuty Account*, is used for connecting to the PagerDuty account (subdomain) by providing either login credentials or full access API key.
- 4 Enter the sub-domain name in the subdomain field.
- 5 Use the *Authentication Methods* section to select the requested method for connecting with PagerDuty; either using API Access Key or by entering the account credentials.

Depending on the selected authentication method, enter the API Access Key or the e-mail and password as configured in PagerDuty.

If your organization uses a proxy server to connect to the Internet, select the check box *Use proxy server*. Otherwise, proceed to [step 7](#).

- 6 Enter the proxy server's address and port. Optionally, fill-in the user name and password.
- 7 Click **Next**.

The next screen, *PagerDuty Service*, is used for selecting the service that allows integrating Foglight with the PagerDuty alerting system.

- 8 Choose whether to select an existing service or create a new service. If the option of creating a new service is selected, enter the service name and select the requested escalation policy. Then click **Next**.
- 9 Use the next screen, *Alerts Notifications*, to associate Foglight alarm groups with your PagerDuty service and define the minimal severity level for which notifications are to be sent.

Important To define separated PagerDuty Service for each Foglight Service, use the **Home > Alerting with PagerDuty > General Settings** page > **Alerts Notification** tab.

- 10 Click **Finish** to proceed to the last screen, *Summary*.

This screen displays the minimum severity level for which notifications are to be sent, as well as the Foglight alarm categories that are now associated with PagerDuty.

Modifying the Configuration Settings

After the integration with PagerDuty is established, all changes made as a result of event-driven rules in Foglight are automatically reflected in PagerDuty. However, the integration with PagerDuty can be re-configured at any time.

To configure the integration with PagerDuty:

- 1 Select **Homes > Alerting with PagerDuty**.

The first screen, **General Settings**, allows activating the deactivating the integration with PagerDuty by selecting either the *Enable* or the *Disable* option.

In addition, if no proxy server was set when the wizard was ran, select the check box *Use proxy server*. Enter the proxy server's address and port. Optionally, fill-in the user name and password.

- 2 To view and (optionally) modify other settings, click the relevant tabs - **PagerDuty Account**, **PagerDuty Services**, or **Alerts Notifications**. These tabs are handled in the same way as in the creation wizard. For details, see section “[Configuring Foglight PagerDuty Integration](#)” on page 6.

Note Unlike the creation wizard, which only allows defining a single PagerDuty service for all selected Foglight services, the Alerts Notifications tab allows defining a separated PagerDuty Service for each Foglight Service.

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