![appnomic™ self healing enterprise]

PagerDuty Demo

Heal Integration with PagerDuty
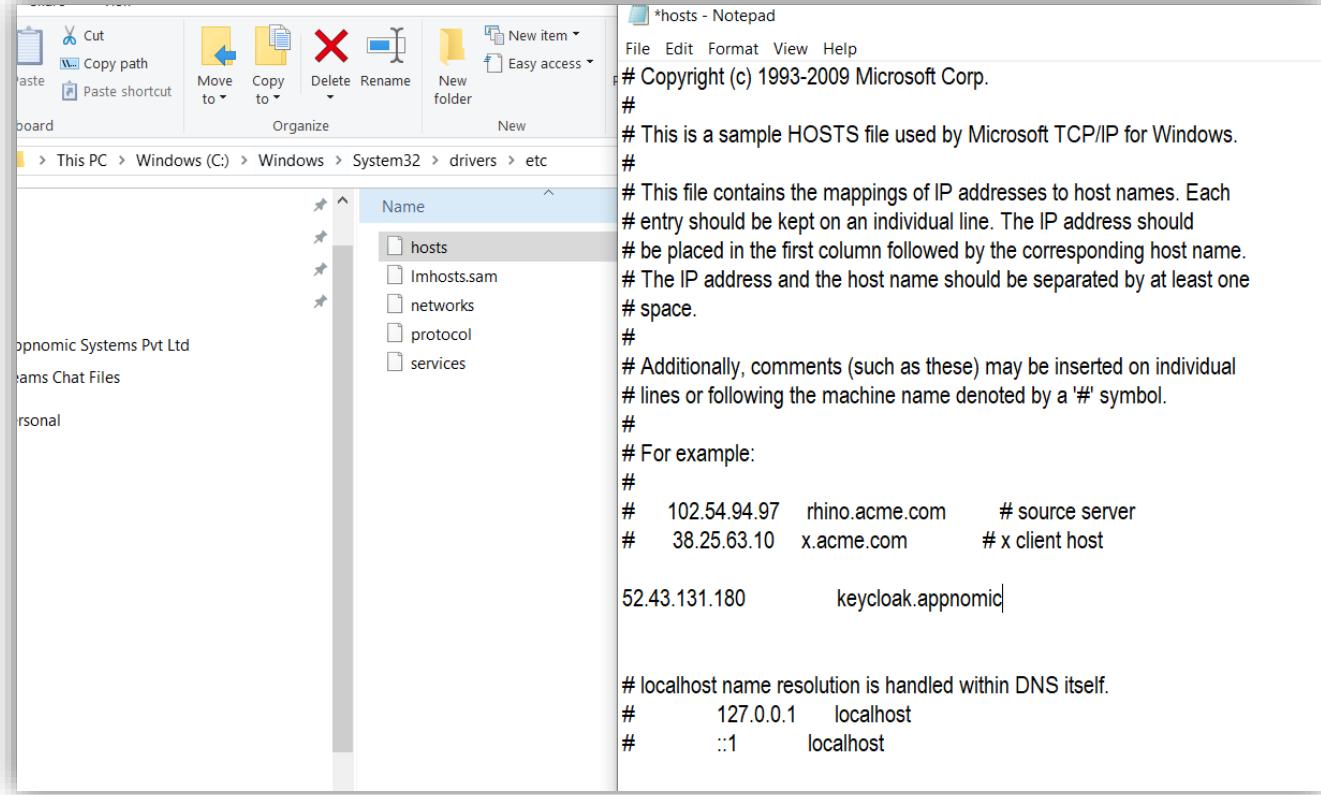
*HEAL
by Appnomic

Setting up host file
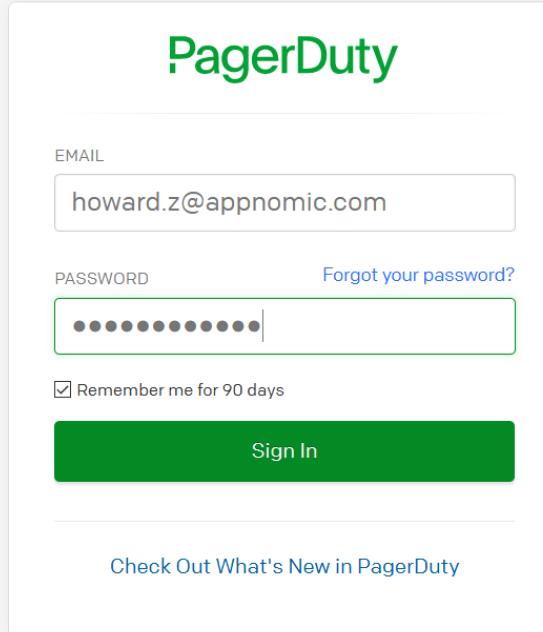
Please add the following line into the host file from where you are trying to access the HEAL website:

> 52.43.131.180   keycloak.appnomic

1. Login to PagerDuty Account

https://dev-appnomic.pagerduty.com/sign_in

2. Select an Incident in the Resolved tab

3. Go to Custom Details and click on HEAL Signals link

HEAL by Appnomic

Alerts ❶   Status Updates   Timeline   Past Incidents   Related Incidents ⓪ NEW

+ Add Note

ALERTS
1 resolved

FILTERS: No active table filters

▶ Trigger   ✔ Resolve   Customize Columns   Per Page: 25   ‹   1-1 of 1   ›

☐	Status	Severity	Summary	Created	Service	
☐	Resolved	Warning	Early Warning: Transaction performance may get affected due to issues in services ⊟ HIDE DETAILS	at 1:03 AM	[Test Service] Heal	⚙⌄

CUSTOM DETAILS
⊟ HIDE DETAILS

{Timezone=GMT +00:00, Latest_Events=AE4-39-100-C-ALL-26690703, Latest_Event_Time=2020-09-30 04:55:00, Organization_Name=ACME_Travels, Latest_Events_Detected=
Service Name: Payments App
Instance name: Payments_App_Inst_1
Host address:192.168.13.133
KPI name: Total Transactions Committed
KPI attribute: ALL
Value: 1698.241935
Unit: Count
Operation: not between
Lower threshold: 1375.19
Upper Threshold: 1697.83, Signal_Type=Early Warning, StartTime=2020-09-30 04:55:00, Severity=Default, A1Protocol=https, Signal_Description=Early Warning: Transaction performance may get affected due to issues in services, Total_Events=1, A1Port=8443, Signal_Status=OPEN, RootCause_ServiceNames=Payments App, Affected_ServiceNames=Payments App, AccountIdentifier=d681ef13-d690-4917-jkhg-6c79b-1, Signal_ID=E-4-100-20-26690703, App_Names=Payments, Affected_ApplicationNames=Payments, A1HostAddress=keycloak.appnomic}

LINKS
Go to Heal Signals Page
CLIENT
View in Heal Monitoring Service

View Message

Click this link

Technical Service Dependencies

Was this incident caused by a problem on another service? Check the status of other services by adding a service dependency.

+ Add Service Dependency

Resources
Incident Lifecycle
Mobilizing multiple responders
PagerDuty Common Event Format
Past Incidents
Related Incidents
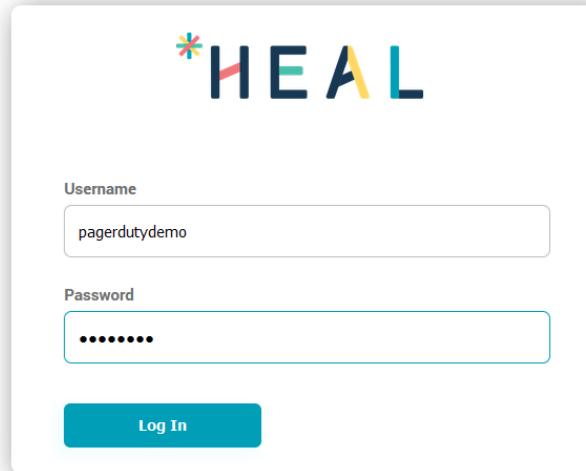
4. Login to HEAL Sandbox

5. Corresponding Signal Page will open in HEAL

Incident Timeline in HEAL

Root-cause Visualization
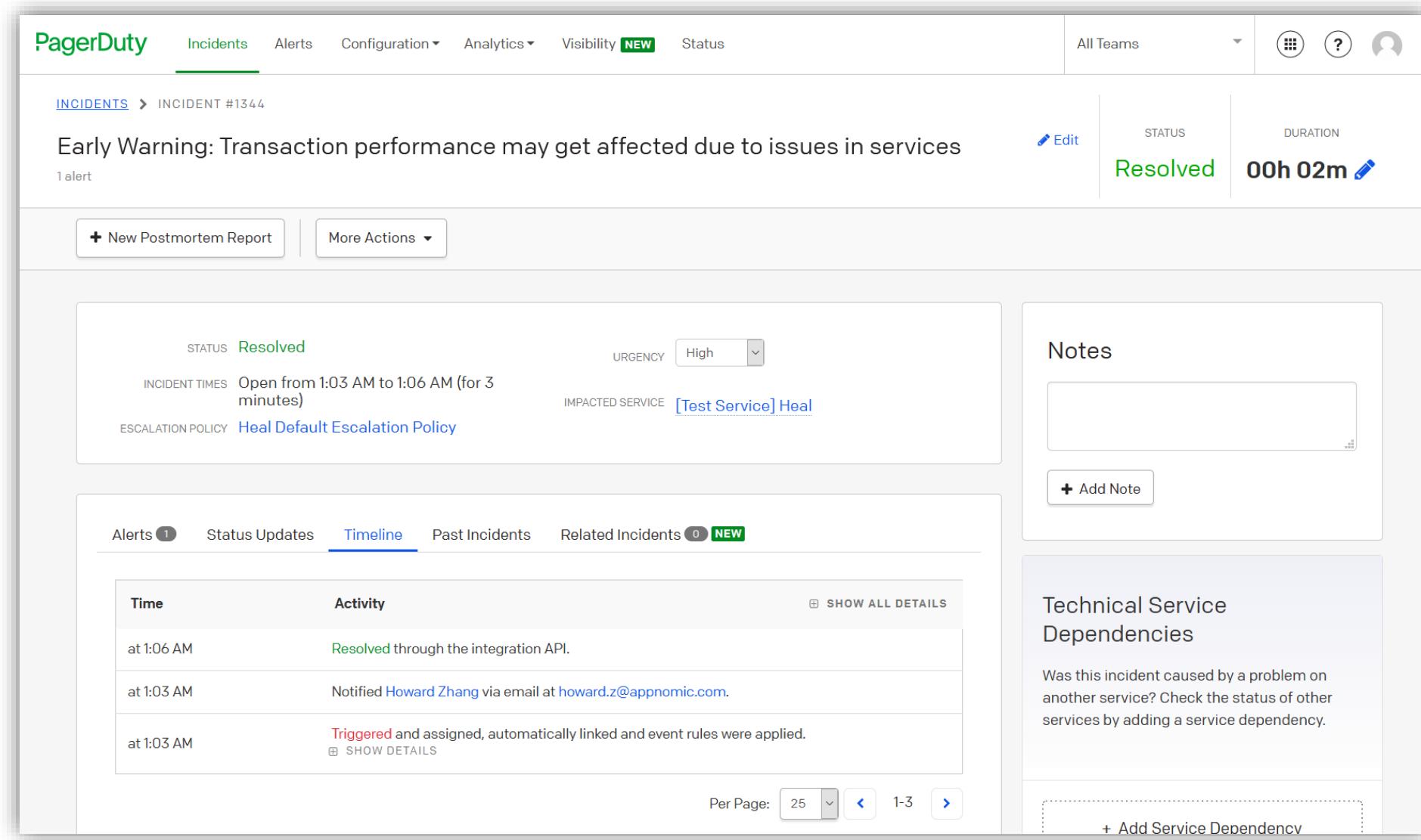
Auto-resolution of PagerDuty Ticket when Signal is resolved in HEAL

o When the HEAL PagerDuty Plugin creates an Incident Ticket in PagerDuty, the ticket is in the "Triggered" state.

o When HEAL detects that an Early Warning or Problem is no longer valid, it automatically closes the Signal. In this case, the HEAL PagerDuty Plugin sends the resolved status to PagerDuty and the ticket status in PagerDuty is set to "Resolved".

o This change in status is visible in the PagerDuty Incident Timeline as shown in the screenshot on next slide →

Auto-resolution of PagerDuty Ticket when Signal is resolved in HEAL