



# PagerDuty Demo

Heal Integration with PagerDuty

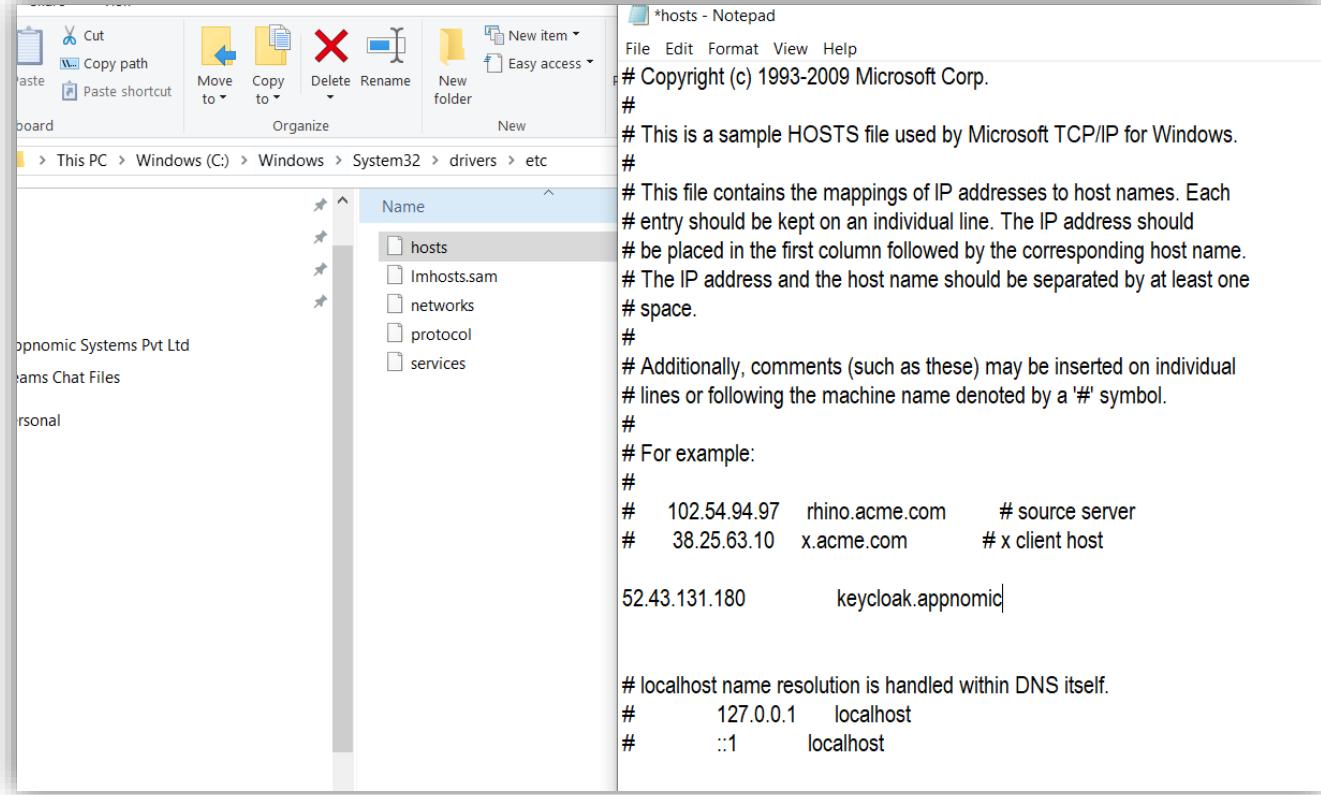


# Setting up host file

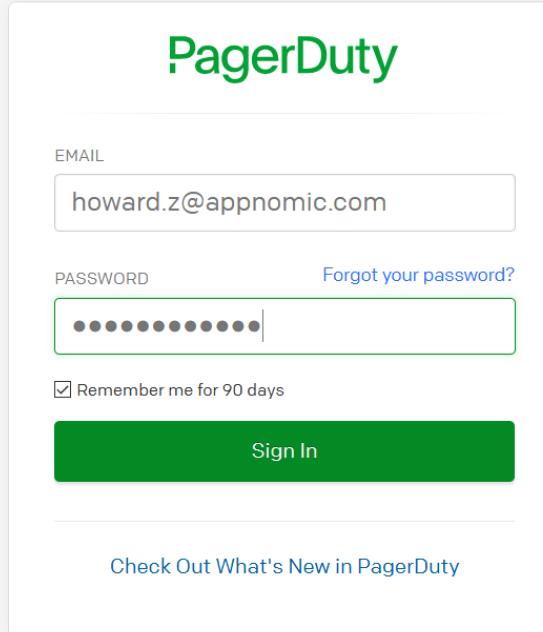
Please add the following line into the host file from where you are trying to access the HEAL website:

52.43.131.180

keycloak.appnomic



# 1. Login to PagerDuty Account



The screenshot shows the PagerDuty login interface. At the top center is the "PagerDuty" logo. Below it is a "EMAIL" field containing "howard.z@appnomic.com". To the right of the email field is a "PASSWORD" field with a series of dots and a cursor. Above the password field is a link "Forgot your password?". Below the password field is a checked checkbox labeled "Remember me for 90 days". A large green "Sign In" button is centered below the password field. At the bottom of the form is a blue link "Check Out What's New in PagerDuty".

[https://dev-appnomic.pagerduty.com/sign\\_in](https://dev-appnomic.pagerduty.com/sign_in)



## 2. Select an Incident in the Resolved tab

The screenshot shows the PagerDuty interface for managing incidents. At the top, there's a navigation bar with links for Incidents, Alerts, Configuration, Analytics, Visibility (NEW), Status, All Teams, and user profile icons.

The main area is titled "Incidents on All Teams". It displays two sections: "Your open incidents" (0 triggered, 0 acknowledged) and "All open incidents" (0 triggered, 0 acknowledged). Below these are buttons for Acknowledge, Reassign, Resolve, and Snooze.

A prominent green button on the right says "+ New Incident".

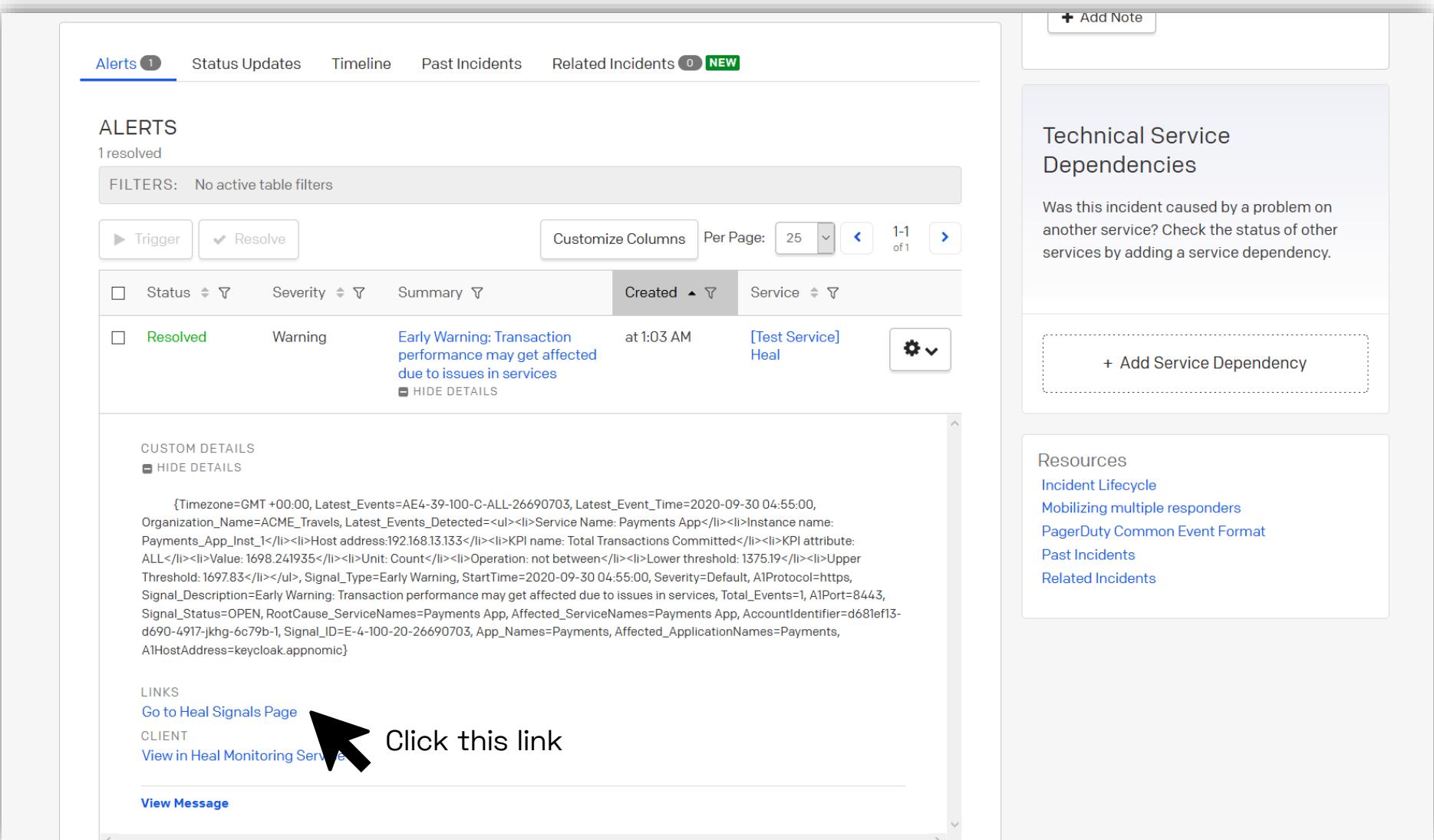
The central part of the screen shows a table of incidents. The table has columns for Status, Urgency, Title, Created, Service, and Assigned To. The "Resolved" status is highlighted in green. The table lists four resolved incidents, each with a "SHOW DETAILS" link:

Status	Urgency	Title	Created	Service	Assigned To
Resolved	High	Early Warning: Transaction performance may get affected due to issues in services	at 1:03 AM	[Test Service] Heal	--
Resolved	High	Early Warning: Transaction performance may get affected due to issues in services	at 1:01 AM	[Test Service] Heal	--
Resolved	High	Early Warning: Transaction performance may get affected due to issues in services	at 12:56 AM	[Test Service] Heal	--
Resolved	High	Early Warning: Transaction performance may get affected due to issues in services	at 12:48 AM	[Test Service] Heal	--

To the right of the table, there are three panels: "You're always on-call" (listing escalation policies), "ON CALL NOW" (listing on-call contacts), and "GETTING STARTED" (with links to setup guides).



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



The screenshot shows the HEAL incident details interface. On the left, under 'CUSTOM DETAILS', there is a large block of JSON-like text describing the incident. Below this, under 'LINKS', there are two blue links: 'Go to Heal Signals Page' and 'View in Heal Monitoring Service'. A large red arrow points from the text 'Click this link' to the 'Go to Heal Signals Page' link.

Alerts 1 Status Updates Timeline Past Incidents Related Incidents 0 NEW

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	at 1:03 AM	[Test Service] Heal

HIDE DETAILS

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=<ul><li>Service Name: Payments App</li><li>Instance name: Payments_App_Inst_1</li><li>Host address:192.168.13.133</li><li>KPI name: Total Transactions Committed</li><li>KPI attribute: ALL</li><li>Value: 1698.241935</li><li>Unit: Count</li><li>Operation: not between</li><li>Lower threshold: 1375.19</li><li>Upper threshold: 1697.83</li></ul>, Signal_Type=Early Warning, StartTime=2020-09-30 04:55:00, Severity=Default, AIPProtocol=https, Signal_Description=Early Warning: Transaction performance may get affected due to issues in services, Total_Events=1, AIPPort=8443, Signal_Status=OPEN, RootCause_ServiceNames=Payments App, Affected_ServiceNames=Payments App, AccountIdentifier=d681ef13-d690-4917-jhg-6c79b-1, Signal_ID=E-4-100-20-26690703, App_Names=Payments, Affected_ApplicationNames=Payments, AIPHostAddress=keycloak.appnomic}
```

LINKS

Go to Heal Signals Page

CLIENT

View in Heal Monitoring Service

[View Message](#)

+ Add Note

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

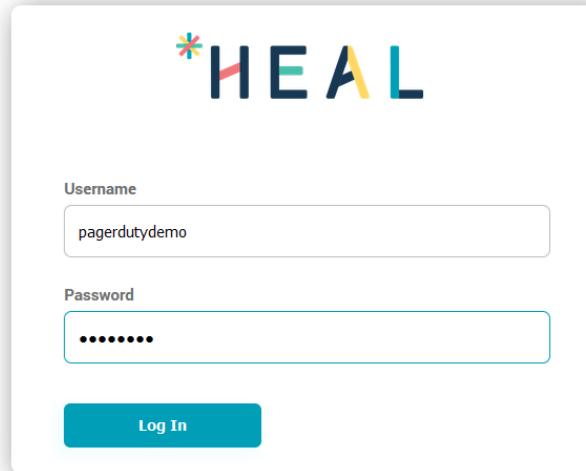
Mobilizing multiple responders

PagerDuty Common Event Format

Past Incidents

Related Incidents

# 4. Login to HEAL Sandbox



# 5. Corresponding Signal Page will open in HEAL

Warning Report for - E-4-100-20-26690703

Status **Closed** Severity **Default** Started 2020-09-30 10:25 Ended 2020-09-30 10:36

Impact Summary Early Warning: Transaction performance may get affected due to issues in services

**Timeline**

2020-09-30 10:25 Payments App Total Transactions Committed event, on Payments\_App\_Cluster, expected 1375.19-1697.83 , seen 1698.24

2020-09-30 10:26 Bookings App JVM Heap Size event, on Bookings\_App\_Cluster, expected 939520-1692002.99 Kilobytes, seen 1692305.13 Kilobytes

1 more event >

**Root cause service: Payments App**

The diagram illustrates the root cause of the incident. It shows various components: Bookings User, Payments User, Bookings Web, Payments Web, Payments App, Bookings DB, Inventory DB, Payment Gateway, and Bookings App. Arrows indicate dependencies: Bookings User and Payments User point to their respective web and app services. Bookings Web and Payments Web point to their respective app services. Payments App points to Bookings DB, Inventory DB, and Payment Gateway. Bookings App also points to Payment Gateway. A red dot on the Payments App node indicates it is the root cause.

**Incident Timeline in HEAL**

Related Signals : None

**Root-cause Visualization**

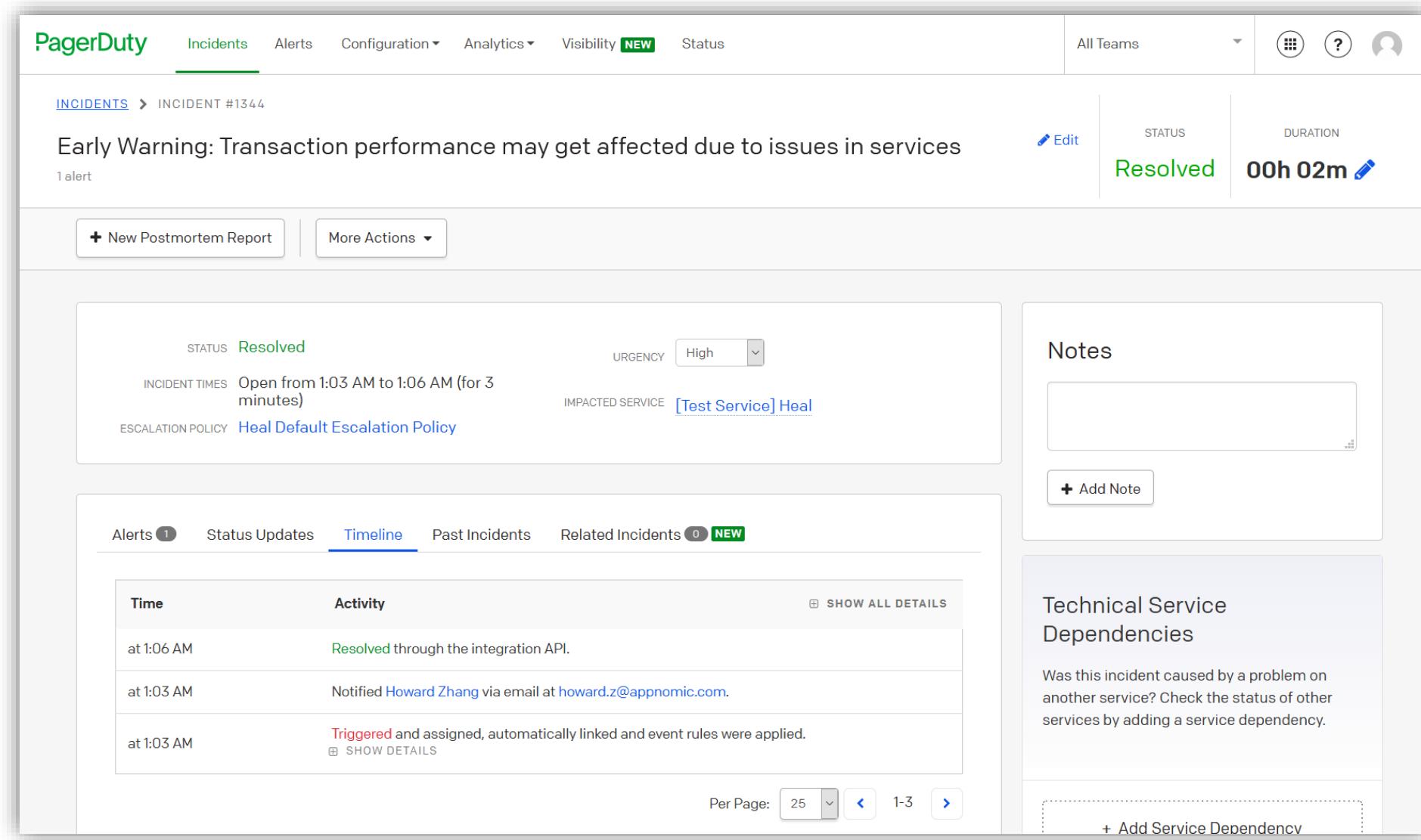


## Auto-resolution of PagerDuty Ticket when Signal is resolved in HEAL

- When the HEAL PagerDuty Plugin creates an Incident Ticket in PagerDuty, the ticket is in the “Triggered” state.
- 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”.
- 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



The screenshot shows the PagerDuty interface for Incident #1344. The top navigation bar includes Incidents, Alerts, Configuration, Analytics, Visibility (NEW), Status, All Teams, and user icons.

**Incident Summary:**

- Status:** Resolved
- Duration:** 00h 02m
- Urgency:** High
- Impacted Service:** [Test Service] Heal
- Escalation Policy:** Heal Default Escalation Policy

**Timeline:**

Time	Activity
at 1:06 AM	Resolved through the integration API.
at 1:03 AM	Notified Howard Zhang via email at <a href="mailto:howard.z@appnomic.com">howard.z@appnomic.com</a> .
at 1:03 AM	Triggered and assigned, automatically linked and event rules were applied.

**Notes:**

+ Add Note

**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

