

PagerDuty Demo

Heal Integration with PagerDuty

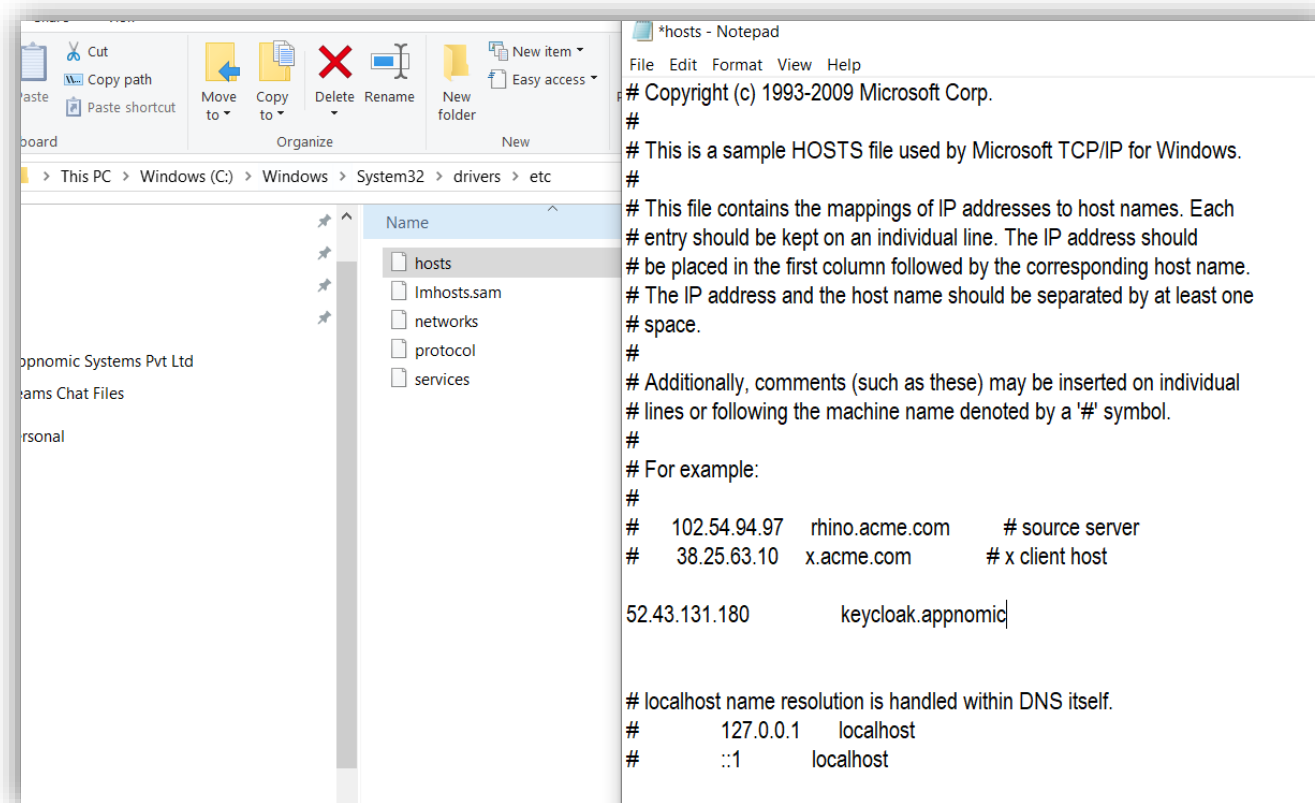


Setting up host file

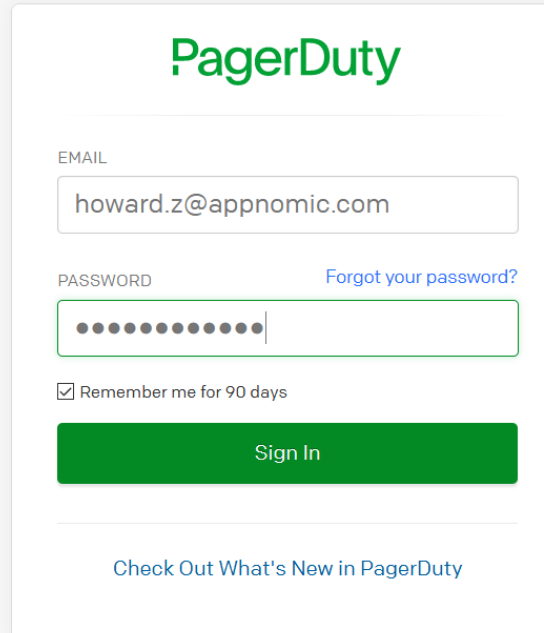
Please add the following line into the host file from where you are trying to access the HEAL website:

52.43.131.180

keycloak.appnomic



1. Login to PagerDuty Account

A screenshot of the PagerDuty login interface. The PagerDuty logo is at the top in green. Below it is a horizontal line. The 'EMAIL' label is above a text input field containing 'howard.z@appnomic.com'. The 'PASSWORD' label is above a password input field with masked characters. A blue link 'Forgot your password?' is to the right of the password field. Below the password field is a checkbox labeled 'Remember me for 90 days'. A green 'Sign In' button is below the checkbox. At the bottom, there is a blue link 'Check Out What's New in PagerDuty'.

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

2. Select an Incident in the Resolved tab

The screenshot shows the PagerDuty interface with the 'Incidents' tab selected. The main heading is 'Incidents on All Teams'. Below this, there are two sections: 'Your open incidents' and 'All open incidents', both showing 0 triggered and 0 acknowledged incidents. A row of action buttons includes 'Acknowledge', 'Reassign', 'Resolve', and 'Snooze'. A search bar 'Go to incident #' is also present. The incident list is filtered by 'Resolved' status. The table contains four incidents, all with the title 'Early Warning: Transaction performance may get affected due to issues in services' and assigned to '[Test Service] Heal'. The incidents are sorted by 'Created' time, with the most recent at the top.

PagerDuty Incidents Alerts Configuration Analytics Visibility **NEW** Status

All Teams

Incidents on All Teams

Your open incidents
0 triggered
0 acknowledged

All open incidents
0 triggered
0 acknowledged

Acknowledge Reassign Resolve Snooze

Go to incident #...

Open Triggered Acknowledged **Resolved** Any Status

Assigned to me All

<input type="checkbox"/>	Status	Urgency	Title	Created	Service	Assigned To
<input type="checkbox"/>	Resolved	High	Early Warning: Transaction performance may get affected due to issues in services SHOW DETAILS (1 resolved alert) #1344	at 1:03 AM	[Test Service] Heal	--
<input type="checkbox"/>	Resolved	High	Early Warning: Transaction performance may get affected due to issues in services SHOW DETAILS (1 resolved alert) #1343	at 1:01 AM	[Test Service] Heal	--
<input type="checkbox"/>	Resolved	High	Early Warning: Transaction performance may get affected due to issues in services SHOW DETAILS (1 resolved alert) #1342	at 12:56 AM	[Test Service] Heal	--
<input type="checkbox"/>	Resolved	High	Early Warning: Transaction performance may get affected due to issues in services SHOW DETAILS (1 resolved alert) #1341	at 12:48 AM	[Test Service] Heal	--

+ New Incident

You're always on-call

You are always on-call for

- Heal Default Escal... L1
- Notify Howard L2
- Notify Howard L1

ON CALL NOW

Heal Default Escalation Policy

LEVEL 1
Howard Zhang
on-call all the time

Notify Howard

LEVEL 1
Howard Zhana

GETTING STARTED

Setting up PagerDuty
How do I create my first notification?
Sign up for our weekly live

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

The screenshot displays the HEAL interface. At the top, there are tabs for Alerts (1), Status Updates, Timeline, Past Incidents, and Related Incidents (0 NEW). The Alerts tab is active, showing a table with one resolved alert. The alert is titled 'Early Warning: Transaction performance may get affected due to issues in services' and is categorized as 'Warning'. It was created at 1:03 AM and is linked to the 'Test Service' and 'Heal' services. Below the table, the 'CUSTOM DETAILS' section is expanded, showing a detailed JSON-like structure of the alert data. A mouse cursor points to the 'Go to Heal Signals Page' link in the 'LINKS' section. The right sidebar contains sections for 'Technical Service Dependencies', 'Resources', and 'Add Service Dependency'.

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=<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, 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](#)
[View in Heal Monitoring Service](#)

CLIENT
[View Message](#)


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](#)

[+ Add Note](#)

4. Login to HEAL Sandbox



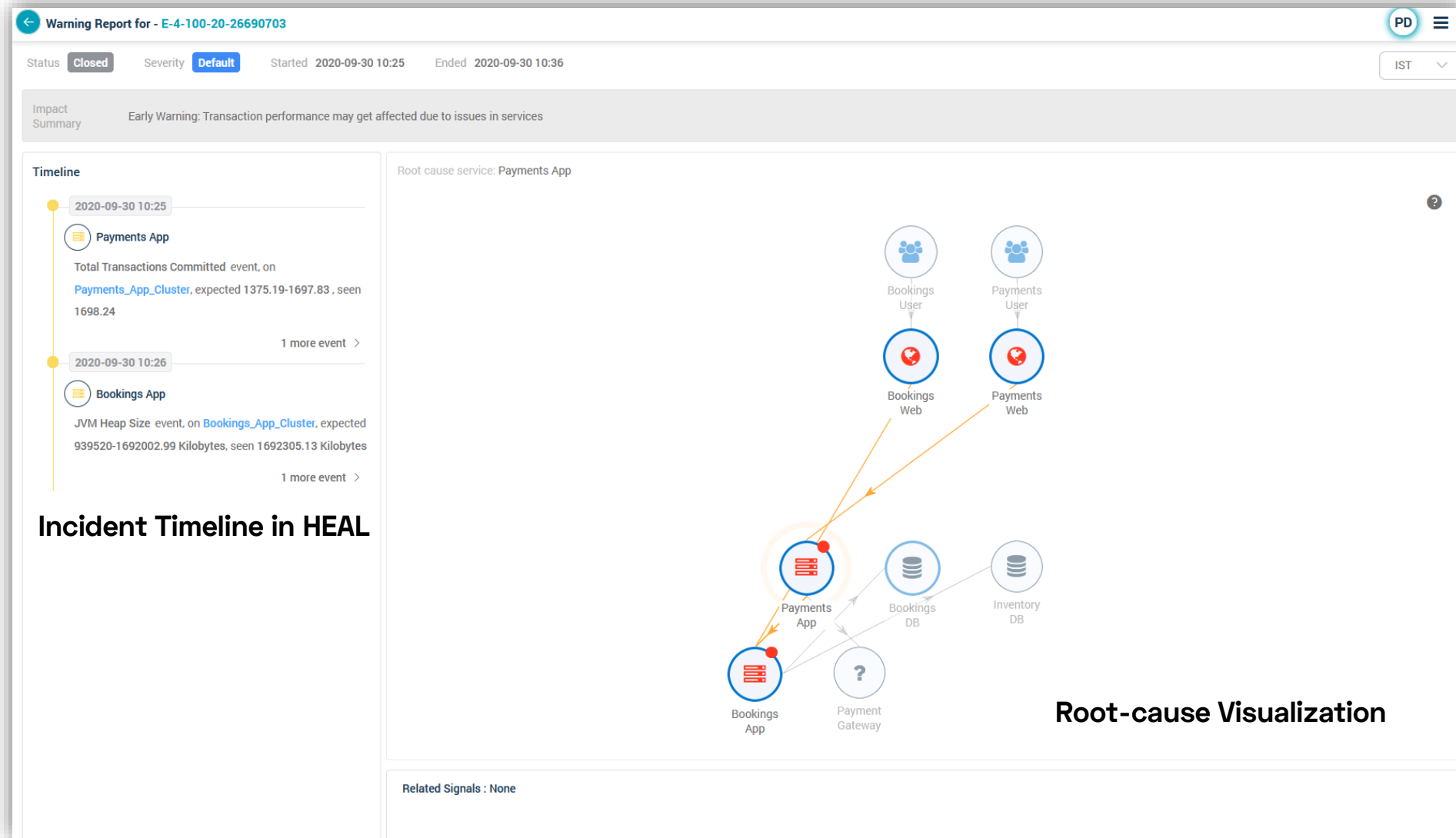
HEAL

Username

Password

Log In


5. Corresponding Signal Page will open in HEAL



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



[Incidents](#)
[Alerts](#)
[Configuration](#)
[Analytics](#)
[Visibility](#)

NEW

[Status](#)

All Teams

?

[INCIDENTS](#) > INCIDENT #1344

[Edit](#)

STATUS
Resolved

DURATION
00h 02m

+ New Postmortem Report

More Actions

STATUS **Resolved**

INCIDENT TIMES Open from 1:03 AM to 1:06 AM (for 3 minutes)

ESCALATION POLICY [Heal Default Escalation Policy](#)

URGENCY High

IMPACTED SERVICE [\[Test Service\] Heal](#)

Alerts 1
Status Updates
[Timeline](#)
Past Incidents
Related Incidents 0

NEW

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

Per Page: 25 1-3

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