

1. Setup PagerDuty Service
 - a. Click on the services Tab

Duty

Incidents

Services

People

Analytics

0 open incidents

Triggered

Acknowledged

Acknowledge

Reassign

Resolve

Snooze

Open

Triggered

Acknowledged

Resolved

Any Status

Status	Urgency	Title
Triggered	High	Google (UK) Ping (Ping) is Down HIDE DETAILS

- b. Create new Service

+ New Service

- c. Configure new service as a Events API v2

SERVICE DIRECTORY > ADD SERVICE

Add a Service

A service may represent an application, component or team you wish to open incidents against.

General Settings


Name

Description

Integration Settings

Connect with one of PagerDuty's supported integrations, or create a custom integration through email or API. Alerts from monitoring tools can be sent to a service from a supported integration or through the Events V2 API.

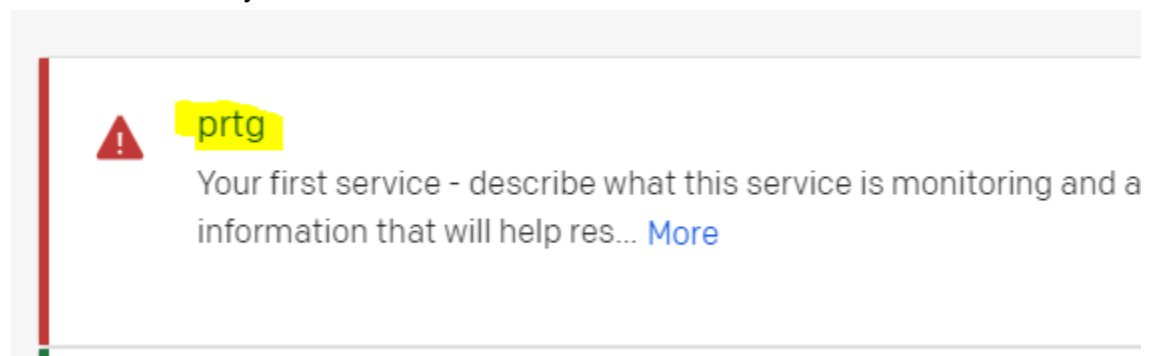
You can add more than one integration to a service, for example, one for monitoring alerts and one for [change events](#). You can also move integrations between services.

Integration Type 

- ☐ Select a tool
PagerDuty integrates with hundreds of tools, including monitoring tools, ticketing systems, code repositories, and deploy pipelines. This may involve configuration steps in the tool you are integrating with PagerDuty.
- ☐ Integrate via email
If your monitoring tool can send email, it can integrate with PagerDuty using a custom email address.
- ☒ Use our API directly
If you're writing your own integration, use our Events API. More information is in our [developer documentation](#).
- ☐ Don't use an integration
If you only want incidents to be manually created. You can always add additional integrations later.

Integration Name

- d. Click into the newly created service

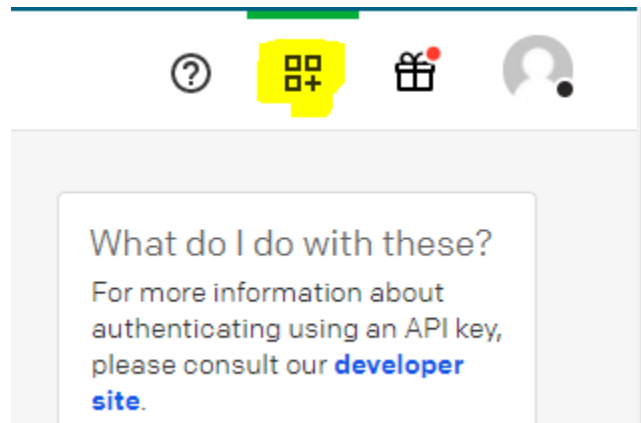


- e. Copy out of the url the service id and put it into a notepad(You will need this later for configuring your alerts in PRTG)

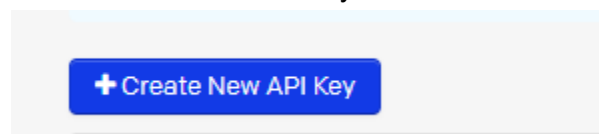
pagerduty.com/service-directory/P8QPR8H

2. Generating API Key

- a. Under the developers tab click the API Access Item



- b. Select Create new API key



- c. Name the key and Create Key

A screenshot of a "Create API Key" dialog box. The dialog has a title bar with "Create API Key" and a close button (X). Inside, there is a "Description:" label followed by a text input field containing "PRTG integration". Below the input field is a link "API Documentation". Further down is a checkbox labeled "Read-only API Key" with a help icon (i). At the bottom left is a blue "Create Key" button, and at the bottom right is a gray "Close" button. Below the dialog box, a table header is partially visible with columns: "Last Used", "API Version", and "Access".


- d. Copy the newly generated api key to notepad as well(This api key will be hidden after it is created so make sure you copy it down)

New API Key



This key will not be visible again. If you lose it, you should remove the API key and create a new one.

Here is your new API key:

API Key	
Description	PRTG integration
API Version	v2 Current (documentation)
Access Level	Full access




Copy this API key into any application that needs access to the PagerDuty API.

Just like your own password, this key lets an application modify your PagerDuty information.

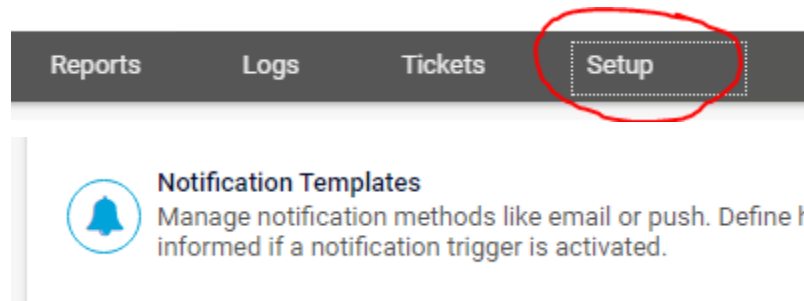
Close

3. PRTG Setup

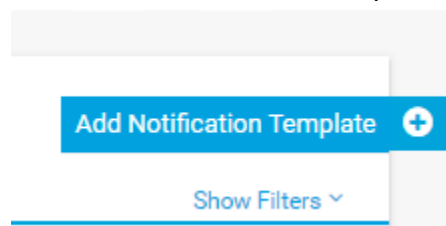
- a. Copy PagerDuty.ps1 to C:\Program Files (x86)\PRTG Network Monitor\Notifications\EXE

This PC > Local Disk (C:) > Program Files (x86) > PRTG Network Monitor > Notifications > EXE				
Name	Date modified	Type	Size	
 Demo EXE Notification - OutFile	12/8/2020 7:30 PM	Windows Batch File	1 KB	
 Demo EXE Notification - OutFile	12/8/2020 7:30 PM	Windows PowerS...	1 KB	
 pagerduty	3/22/2021 7:50 AM	Windows PowerS...	1 KB	

- b. Access Notification Templates menu in the PRTG Administration section



- c. Create new Notification Template



- d. Configure Template as a Execute Program: selecting the powershell Script "PagerDuty.ps1" that you previously added to the server.

☒ **Execute Program**

Program File ⓘ	Pagerduty.ps1	▼
Parameters ⓘ	'%device' '%name' '%status' '%down' '%message' 'your@email.com' 'your_api_key'	
Domain or Computer Name ⓘ		
Username ⓘ		
Password ⓘ		
Timeout ⓘ	60	

- e. Set Parameters(Remember to replace your_api_key and your_service_id with what you copied from notepad):

'%device' '%name' '%status' '%down' '%message' 'your@email.com' 'your_api_key' 'your_service_id'