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

   b. Create 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 `PRTG`

Description `Add a description for this service (optional)`

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 se
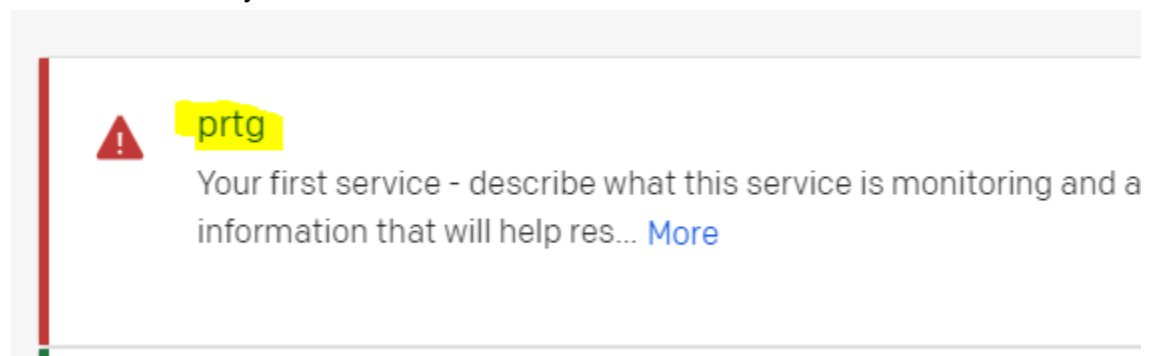a service from a supported integration or through the Events V2 API.

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

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.
`Events API v2`

⚪ Don't use an integration
If you only want incidents to be manually created. You can always
add additional integrations later.

Integration Name `API`

d. Click into the newly created service

⚠️ **prtg**

Your first service - describe what this service is monitoring and a
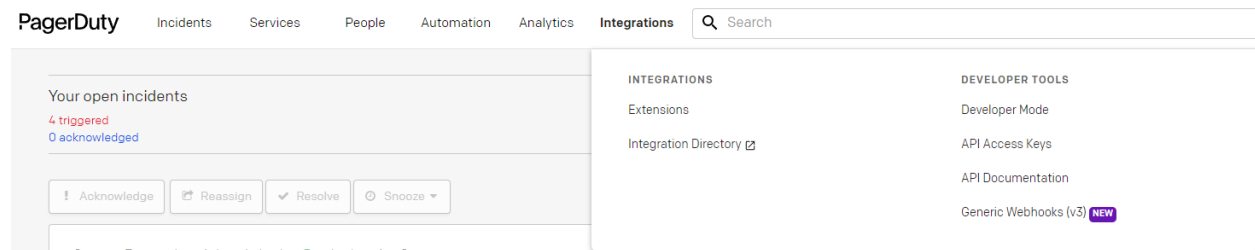information that will help res... More

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)

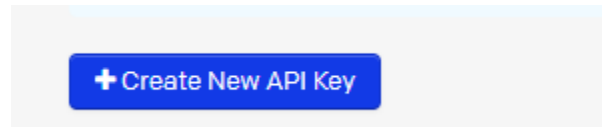:pagerduty.com/service-directory/P8QPR8H

2. Generating API Key

a. Under the developers tab Click the Integrations button in the menu bar and select API Access Keys"

b. Select Create new API key

c. Name the key and Create Key

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.
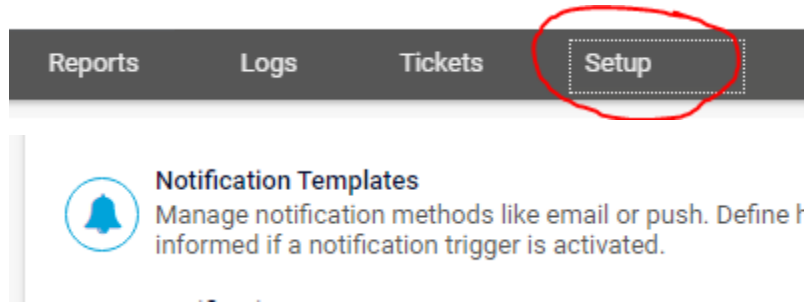
Close

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

Reports   Logs   Tickets   Setup

🔔 **Notification Templates**
Manage notification methods like email or push. Define how you are informed if a notification trigger is activated.

c. Create new Notification Template

Add Notification Template ➕

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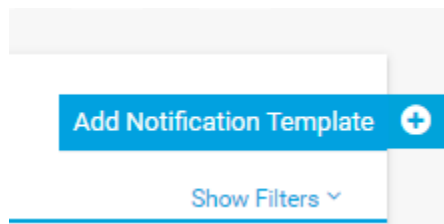
d. Configure Template as a Execute Program: selecting the powershell Script "PagerDuty.ps1" that you previously added to the server.

✅ 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'