

AlertSite – PagerDuty Integration

AlertSite integrates with PagerDuty – a leading incident management and alerting system – to give you an effective way to manage your incidents and tackle application performance issues before they hit your end users.

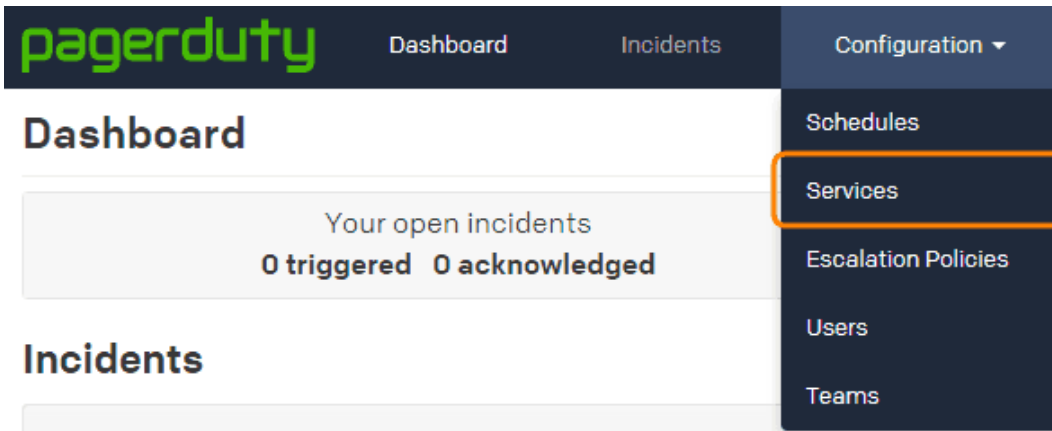
AlertSite already provides a highly sophisticated alerting system with various alert routing options and communication methods. Now paired with PagerDuty's advanced on-call scheduling, escalation and notification features AlertSite customers get a highly efficient system to stay on top of their mission critical issues.

Requirements

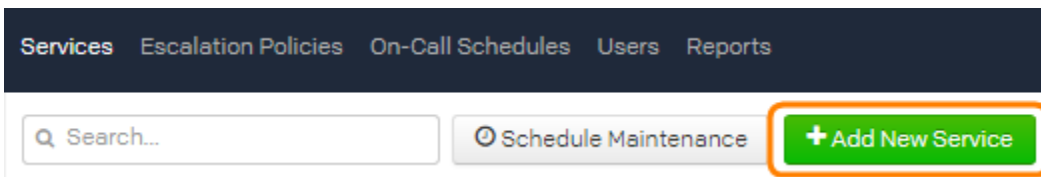
- PagerDuty integration is available to AlertSite Enterprise users.
- To configure the integration, you need the following user permissions:
 - In AlertSite – Admin or Co-Admin.
 - In PagerDuty – Account Owner, Admin or User.

Configuring PagerDuty

1. First, you need to create an AlertSite UXM service in PagerDuty:
2. In your PagerDuty account, go to Configuration > Services.



3. Click Add New Service.



4. Enter the Name for the service (for example, *AlertSite UXM*) and select the needed Escalation Policy.
5. Under Integration Type, select **AlertSite UXM** from the list of tools. Type 'AlertSite' into the filter box to find it faster.

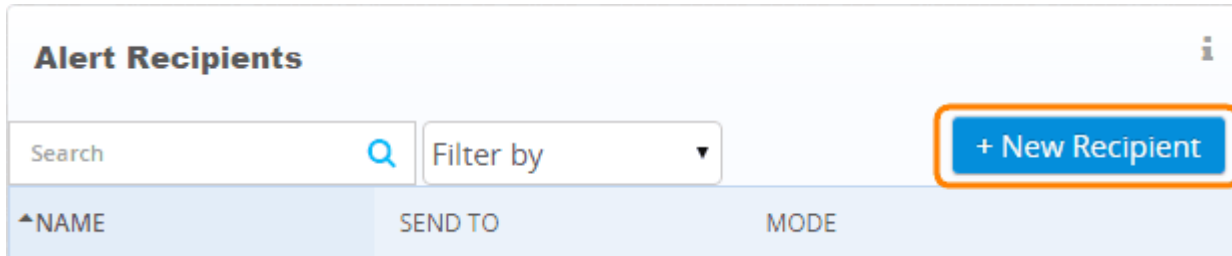
The image shows the 'Add a Service' form. At the top, it says 'Add a Service' and 'Services are used to integrate your monitoring tools with the PagerDuty alerting system.' The form has several fields: 'Name' with the value 'AlertSite UXM', 'Escalation Policy' with a dropdown set to 'Default', and 'Integration Type' with a radio button selected. Below the 'Integration Type' section, there is a search box with 'alerts' entered, and a list of tools. 'AlertSite UXM' is highlighted in green. Below the list, there are two options: 'Use our API directly' and 'Use our REST API directly'. At the bottom, there are 'Add Service' and 'Cancel' buttons.

6. Click Add Service.

Configuring AlertSite

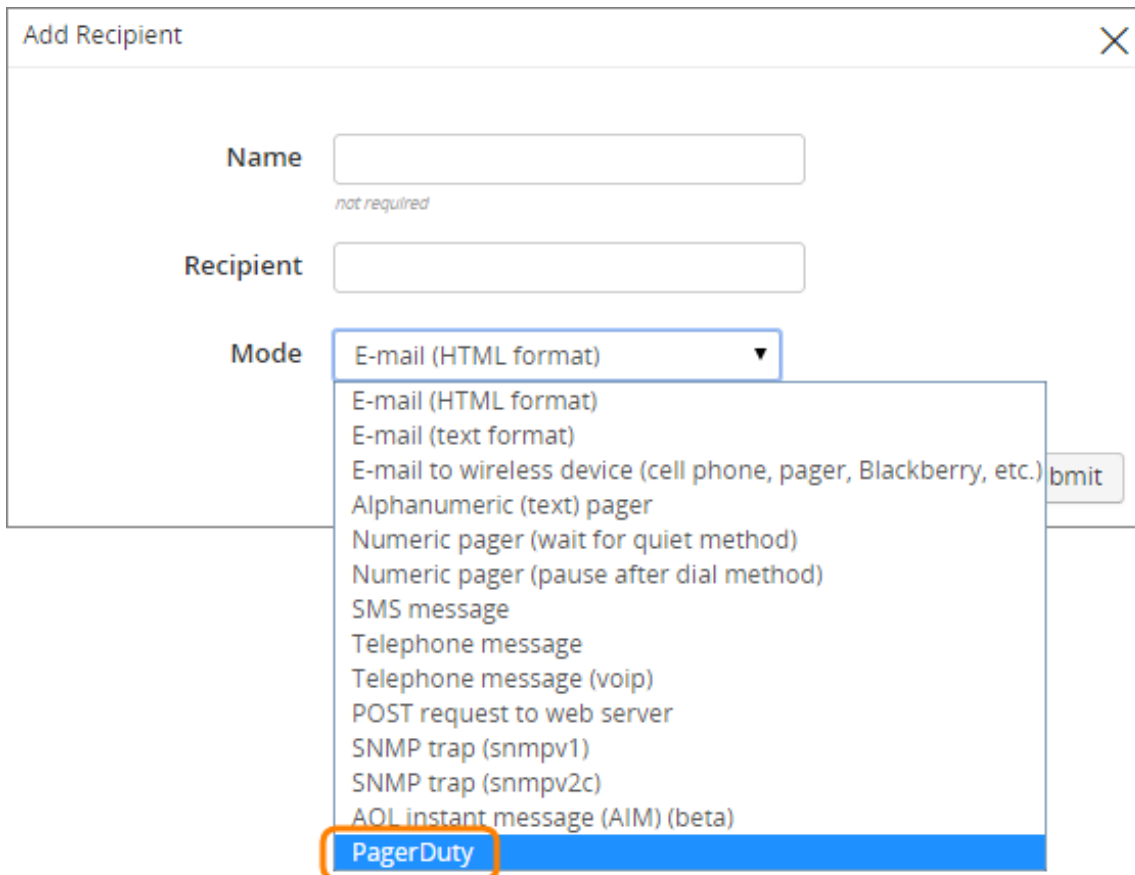
Now you can add a PagerDuty recipient in AlertSite:

1. In AlertSite UXM, select Alerts > Alert Recipients from the top menu.
2. Click + New Recipient.



The image shows the 'Alert Recipients' interface. At the top, there's a header 'Alert Recipients' with an information icon. Below it, there's a search bar with a magnifying glass icon and a 'Filter by' dropdown menu. To the right of these is a blue button with a white border and the text '+ New Recipient', which is highlighted with an orange rectangle. Below the search and filter area is a table with three columns: 'NAME', 'SEND TO', and 'MODE'.

3. Select PagerDuty as the recipient mode.



The image shows the 'Add Recipient' dialog box. It has a title bar with a close button (X). Inside, there are three fields: 'Name' (with a text input and 'not required' below it), 'Recipient' (with a text input), and 'Mode' (with a dropdown menu). The dropdown menu is open, showing a list of options: 'E-mail (HTML format)', 'E-mail (text format)', 'E-mail to wireless device (cell phone, pager, Blackberry, etc.)', 'Alphanumeric (text) pager', 'Numeric pager (wait for quiet method)', 'Numeric pager (pause after dial method)', 'SMS message', 'Telephone message', 'Telephone message (voip)', 'POST request to web server', 'SNMP trap (snmpv1)', 'SNMP trap (snmpv2c)', 'AOL instant message (AIM) (beta)', and 'PagerDuty'. The 'PagerDuty' option is highlighted with a blue background and an orange border. To the right of the dropdown menu is a 'Submit' button.

4. Click Alert with PagerDuty.

Add Recipient

×

Mode

PagerDuty

Click the button below to access available PagerDuty services.

PD

Alert with PagerDuty

Cancel

5. You will be redirected to the PagerDuty website. Enter your PagerDuty email and password, and click Authorize Integration.

pagerduty

Authorize AlertSite UXM to integrate with your account?

AlertSite UXM will be able to **Trigger**, **Acknowledge**, and **Resolve** incidents in PagerDuty.

Email

email@example.com

Password

[Forgot your password?](#)

Authorize Integration

No, Thanks

Once authorized, you'll be able to select the escalation policy to use for AlertSite UXM incidents. You can disable any integration at any time from the Services tab in your PagerDuty account.

6. Select Use an existing AlertSite UXM service, then select the service that you created earlier.

Configure the AlertSite UXM integration.

As part of the integration, we'll need to create a new Service or set-up an existing Service for AlertSite UXM incidents:

You already have 1 AlertSite UXM service

☒ Use an existing AlertSite UXM service

Service
AlertSite UXM ▼

☐ Create a new AlertSite UXM service

Finish Integration

 or [cancel](#)

You can disable any integration at any time from the Services tab in your PagerDuty account.

7. Click Finish Integration.
8. You will be redirected back to AlertSite, and a dialog will show the service name and key:

Add Recipient

×

Name

AlertSite UXM

Service Key

[REDACTED]

Mode

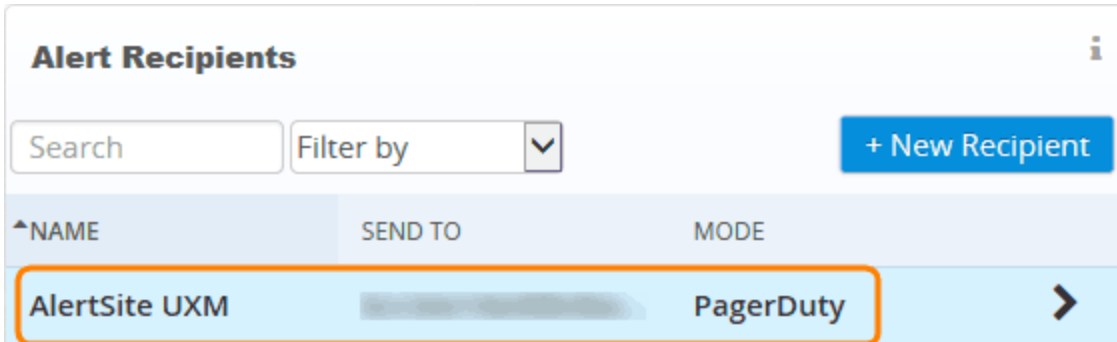
PagerDuty ▼

Cancel

Submit

9. Click Submit.

PagerDuty is now available as an alert recipient in AlertSite:

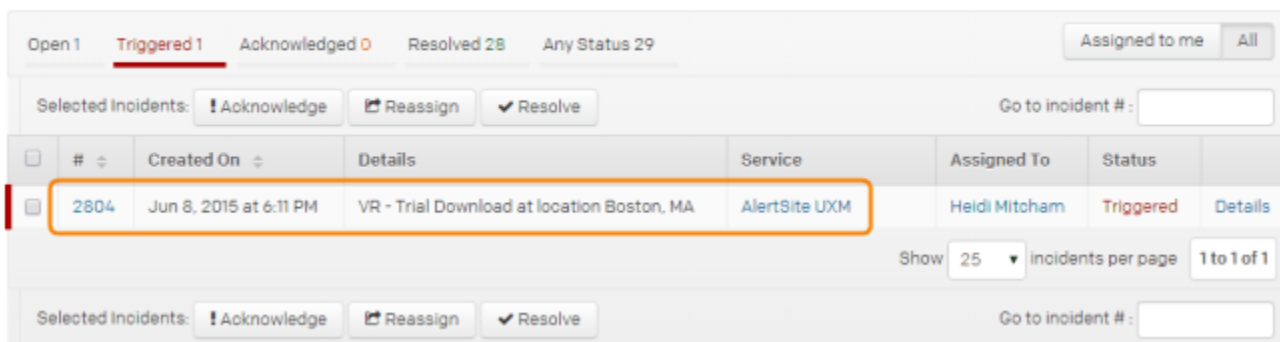


Note: By default, all AlertSite monitors send alerts to all configured alert recipients. But if you have [recipient groups](#) configured, each group's monitors send alerts only to recipients in that group. In this case you need to add the PagerDuty recipient to the relevant groups to receive alerts from monitors in that group.

Testing the Integration

1. In AlertSite configure a monitor to trigger an alert. For example, edit the monitor settings and set the timeout to 1 second, or create a keyword validation for a word that does not appear in the monitored web page.
2. Wait until the next time the monitor runs. It will trigger an alert.
3. In PagerDuty, open the Dashboard.
4. You should see that an incident has been triggered by AlertSite:

Incidents



5. Click the incident number # to open the incident details. The problem description is in the status_text field in the Details table:

#2804: VR - Trial Download at location Boston, MA

Service	AlertSite LXM
Current Status	Triggered
Incident Key	2804-14
People	Heidi Mitcham assigned at 6:11 PM
Opened	6:11 PM (about 1 hour ago)
Pending Actions	Resolves automatically at 10:11 PM (in 2 hrs 32 min) if left open. If no action is taken, this incident will remain assigned to Heidi Mitcham as it has reached the end of the escalation policy 'Default'.

Details

Description	
VR - Trial Download at location Boston, MA	
Details	
company	AlertSite Demo
step_name	http://[redacted]/services/trialService.aspx? [redacted]
custid	[redacted]
errcount	1
device_name	VR - Trial Download
device_type	DejaClick Device
device_typecode	m
device_id	[redacted]
status	7
location_name	72
http_status	HTTP/1.1 503 Service Unavailable
location	Boston, MA
status_text	HTTP error from web server
step_num	1
timestamp	2015-08-08 10:11:44
transaction	1
Client	
View in AlertSite Monitoring Service	
View Message	

FAQ

Will PagerDuty incidents automatically resolve when AlertSite sends a “clear” notification?

Yes.

Can I integrate AlertSite with more than one PagerDuty service?

Yes. This way you can use different PagerDuty escalation policies for different AlertSite monitors.

You need to create several AlertSite services with different names in PagerDuty, and the corresponding PagerDuty recipients in AlertSite.

Questions?

Please contact your customer success advisor if you have any questions. Visit our [website](#) or [document repository](#) to get more information about AlertSite.