# PagerDuty + Reveille Integration Benefits

- Notify PagerDuty on-call responders based on alert notifications sent by Reveille to gain intelligent process automation (IDP/Content Services/ECM/Archive/RPA) management visibility.
- Send comprehensive event data from Reveille including the summary and event details that triggered the event.
- Create high and low urgency incidents based on the severity of the event from the Reveille event payload.
- Reveille includes PagerDuty incident information as part of Reveille notification logging.
- Incidents will automatically resolve in PagerDuty when an evaluation in Reveille returns to normal status.

# How it Works

- Reveille metric evaluations that fall outside of a configured threshold value will send an event to a service in PagerDuty. Events from Reveille will trigger a new incident on the corresponding PagerDuty service.
- Once the metric has returned to its designated range, a resolve event will be sent to the PagerDuty service to resolve the alert, and associated incident for that service.
- Reveille integrates with PagerDuty using the PagerDuty Event API V2 and REST API V2 endpoints.

# Requirements

- The Reveille server should be running Reveille 8 build level 210806 or above.
- Reveille configuration requires the Reveille user to have employee administration and employee update permissions to access the employee folder under Reveille Administration menu. The Reveille user requires both the employee administration permission (for access) and the employee update permission (to add the PagerDuty notification profile). If you do not have these permissions, please contact your Reveille administrator within your organization to assist with granting these Reveille permissions to the user id.
- The Reveille server must have external internet access over HTTPS (port 443) to reach the PagerDuty application and interfaces.

# Support

If you need help with the Reveille integration with PagerDuty, please contact Reveille directly at reveille.support@reveillesoftware.com.
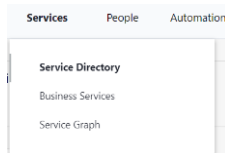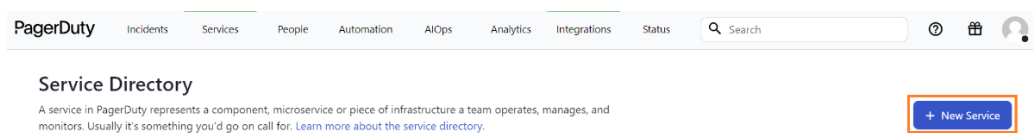
# Integration Walkthrough

## In PagerDuty

Complete both of the following sections to obtain a PagerDuty Integration key and an API Key.

### Create a new PagerDuty Service with the Reveille integration

1. From the **Main** home page, select **Services**
2. Select **Service Directory** in the displayed list



3. Select **New Service** button



4. **Create a Service** following the panel flow**.** For questions see the PagerDuty [Configuring Services and Integrations](#) documentation.

5. **Enter 'Reveille'** on the search for integrations field in the **Integrations** step and select Reveille for the integration.
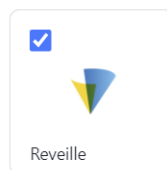
## Create a Service

✔ Name ──── ✔ Assign ──── ③ Integrations

### Integrations

Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

**Select the integration(s) you use to send alerts to this service**

Search for an integration(s)                                                    ⌄

**Your selections (1)**

☑
▼
Reveille

6. Select **Create Service**
7. An **Integration Key** will be generated and displayed on the **Integrations** screen. **Copy** this Integration Key to a safe place, as it will be used when you configure the integration with Reveille in a later section.

### Integrations (1)

Follow the steps below to integrate and test each integration, or add an integration.

▼ **Reveille**                                          No Test Alert Received  ⚙ ⌃

Integration Documentation

**Integration Name**
Reveille                                         ✎

**Integration Key**
055f6de████████████████d03                    ⧉

**Integration URL**
https://events.pagerduty.com/v2/enqueue        ⧉

## Integrating With a PagerDuty REST API

1. From the **Main** home page, select **Integrations**
2. Under **Developer Tools**, select the **Integrations API Access Keys** and click **Create New API Key**.

3. Enter a **Description** that will help you identify the key later. If you would like it to be read-only, check the *Read-only* option.
4. Click **Create Key**.

**Create API Key** ✕

Description:

[                                                        ]

API Documentation

☐ Read-only API Key ❓

[Create Key]                                    [Close]

5. A unique API key will be generated. **Copy it** to a safe place, as you will not have access to copy this key again. This API key will be used when you configure the integration with Reveille in the next section. Once it has been copied, click **Close**. If you lose a key you will need to delete it and create a new one.
6. For more information, please see PagerDuty documentation in the [Generating a General Access REST API Key](#) section.

## In Reveille

1. Launch the **Reveille User Console** in a browser.
2. **Login** with a Reveille user id that has been granted both Reveille employee administration and employee update permissions.
3. **Navigate** to the **Administration > Employee** folder in the left menu options.
4. **Click** Add New Employee.
5. **Enter or Select** the following information.
   a) Employee Name: **Enter PagerDuty**
   b) Notification Method: **Select** the **PagerDuty** notification method
   c) PagerDuty Endpoint: **Enter** the PagerDuty endpoint [https://events.pagerduty.com/v2/enqueue](https://events.pagerduty.com/v2/enqueue). This is a required field.
   d) Routing Key: **Copy** in the PagerDuty Integration Key from the Create a new PagerDuty Service with the Reveille integration steps above. This is a required field.
   e) API Endpoint: **Enter** the PagerDuty REST API endpoint [https://api.pagerduty.com](https://api.pagerduty.com). This is a required field.
   f) API Key: **Copy** in the PagerDuty Integration Key from the PagerDuty REST API Integration step above. This is a required field.

g) Source: **Enter** Reveille or desired name for PagerDuty event source. This is a required field.

h) Component Name: **Optionally Enter** the component name. The default value is the Reveille monitor name. This is an optional field that can be used with PagerDuty event rules for customizing event and alert processing. See PagerDuty [event rules](#) documentation for more information.

i) Group Name: **Optionally Enter** the group name. There is no default value. This is an optional field that can be used with PagerDuty event rules for customizing event and alert processing. See PagerDuty [event rules](#) documentation for more information.

j) Class Name: **Optionally Enter** the class name. There is no default value. This is an optional field that can be used with PagerDuty event rules for customizing event and alert processing. See PagerDuty [event rules](#) documentation for more information.

k) Log File Name: **Optionally Enter** the log file name to log Reveille and PagerDuty data flow There is no default value. The logfile name is the full logfile path on the Reveille server. The logfile folder path(s) must exist, the logfile name will be created by Reveille. Example entry: C:\PagerDuty\ReveillePagerDuty.log. This is an optional field.

6. **Click** Save to save the new employee profile.



7. The new employee PagerDuty notification is now available to use with a Reveille test for alert notification. See Reveille documentation for [notifying an employee](#) or [notifying a support group](#) for more information.

8. After a PagerDuty alert notification is sent, the relevant Reveille monitor log will include the PagerDuty event type, the incident number and alert key as shown in the below example.

PagerDuty notified at 9/30/2021 12:03:46 PM.
PagerDuty Create Event - Event processed for PagerDuty Incident Number 29 and Alert Key 8esZtF8fZEVsyM9W+3N1vFR6tyE=.
Available at 9/30/2021 12:09:39 PM Total Down Time: 6 Minute(s) 0 Seconds.
No Support Groups in Notification List.
PagerDuty notified at 9/30/2021 12:09:40 PM.
PagerDuty Resolve Event - Event processed for PagerDuty Incident Number 29 and Alert Key 8esZtF8fZEVsyM9W+3N1vFR6tyE=.

# How to Uninstall from Reveille

You can remove the PagerDuty integration or disable Reveille notifications. Disable will prevent the PagerDuty notifications from being sent. This is useful if you need a system testing configuration.

**To Disable**

1. Launch the **Reveille User Console** in a browser.
2. **Login** with a Reveille user id that has been granted Reveille settings administration access permission.
3. **Navigate** to the **Administration > Settings** folder in the left menu options.
4. **Uncheck** All Monitor Notifications Enabled. This will disable all Reveille notifications.



Administration / Settings

All Monitor Notifications Enabled
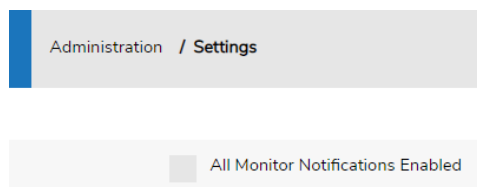
**To Remove**

1. Launch the **Reveille User Console** in a browser.
2. **Login** with a Reveille user id that has been granted both Reveille employee administration and employee update permissions.
3. **Navigate** to the **Administration > Employee** folder in the left menu options.
4. **Select** the PagerDuty Employee entry.



5. **Click** the delete icon (X) to delete the PagerDuty employee entry