



David Garber <davidgarber@gmail.com>

New Relic Heroku add-on not work

5 messages

David Garber <pimpindg@hotmail.com>

Tue, Aug 25, 2015 at 7:33 PM

To: "davidgarber@gmail.com" <davidgarber@gmail.com>

Dear Obi Wan,

I just set up my heroku application with the New Relic APM add-on and it's not reporting any data. I've been at this for an hour and nothing is coming up on the site.

Please, help me Obi Wan, you're my only hope.

Sincerely yours,

Princess Leia

David Garber <davidgarber@gmail.com>

Tue, Aug 25, 2015 at 7:43 PM

To: David Garber <pimpindg@hotmail.com>

Dear Princess Leia,

First of all, I want to thank you for installing New Relic's APM. Also, I want to apologize that your program isn't reporting data. I know how frustrating it can be when data collection doesn't work. But together we're going to get this working, okay?

It normally takes about five minutes for the data to begin populating but since you mentioned that it's been an hour, you've definitely waited long enough. Now here's a couple of questions for you to answer, please:

1. Is your heroku site still up and running?
2. What language is your program in?
3. Have you gone through the instructions to install the agent? I'm attaching a screenshot of the page you would've seen.

We will get it working.

Sincerely yours,

Obi Wan Kenobi

[Quoted text hidden]



Screen Shot 2015-08-25 at 7.41.54 PM.png
1366K

David Garber <pimpindg@hotmail.com>
To: "davidgarber@gmail.com" <davidgarber@gmail.com>

Tue, Aug 25, 2015 at 7:50 PM

Oh, Obi Wan, thank you for getting back to me so quickly. New Relic has the best technical support department in all of Portland, nay the Universe. In answer to your questions:

1. My heroku site: thrusting-unicorn-1973.herokuapp.com is working.
2. I created the site in Ruby.
3. Yes, I followed all of the instructions on the page. And, thank you for the screen shot, it was most considerate.

Yours royally,

Soon-to-be-Queen Leia

From: davidgarber@gmail.com
Date: Tue, 25 Aug 2015 19:43:56 -0700
Subject: Re: New Relic Heroku add-on not work
To: pimpindg@hotmail.com
[Quoted text hidden]

David Garber <davidgarber@gmail.com>
To: David Garber <pimpindg@hotmail.com>

Tue, Aug 25, 2015 at 7:55 PM

Dear Leia,

Your thrusting-unicorn-1973 is a most magical site. I have one more step for you. Please, go to the following link:

<https://docs.newrelic.com/docs/agents/ruby-agent/troubleshooting/no-data-appears-ruby>

This should get you up and running but if you have any further questions, please don't hesitate to ask. Also, since you loved my first screenshot so much, I've included another.

And call me...

Ben

P.S. You'll always be Queen to me.

[Quoted text hidden]



Screen Shot 2015-08-25 at 7.52.18 PM.png
1474K

David Garber <pimpindg@hotmail.com>
To: "davidgarber@gmail.com" <davidgarber@gmail.com>

Tue, Aug 25, 2015 at 8:00 PM

Ben,

It worked! I'm up and running; getting that sweet, sweet New Relic data. Thank you for your kindness, patience and timely responses. Because of you, Ben, I will forever be a New Relic customer.

Thank you again,

Princess Leia

P.S. I've included a little something for you to remember me by.

From: davidgarber@gmail.com
Date: Tue, 25 Aug 2015 19:55:47 -0700
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Leia_1204530c.jpg
21K