Customer Service Narrative 2:

User: @crankyKyle
Repo: https://github.com/kylelange/heroku-test

(*These 'pretend' people's mistakes were direct copies of my mistakes while setting up the New Relic Agent.*)

crankyKyle - Apr 18th, 2017

New Relic tech support,

I've got a BIG bone to pick with you, dagnabbit! I have set up MANY an express.js server with New Relic by configuring the newrelic.js file. However, I'm in the middle of the tutorial to host a node.js app of randomly generated ascii faces with Heroku, and there IS NO flipping newrelic.js file in the repo I cloned. I can't get my app to load with the New Relic Add-on without entering my darn license key. I'm frustrated and feel like I'm just banging my head against the documentation, and the forums are no help!

I want ASCII FACES!!!

You've dropped the ball on this one.

kyleLangeNow - Apr 18th, 2017

@crankyKyle

My name is Kyle and I'm a support team member here at New Relic. I can understand your frustration and have sent your message to our development team that works with Heroku. We want New Relic's software to be easy and useful, so we appreciate the feedback to help us make it better in the ways our customers want.

I can also help you solve your problem right now.

Here is how to do this in your terminal:

1. Log in to Heroku:

```
$ heroku login
```

2. Enter your Heroku credentials (e-mail, password).

3. Give your app a descriptive name:

```
$ heroku config:set NEW_RELIC_APP_NAME='Your Application Name'
```

4. You will use environment variables instead of your **newrelic.js** config file settings to customize your Node.js agent configuration, use this toolbelt command:

```
$ heroku config:set NEW_RELIC_NO_CONFIG_FILE='true'
```

5. Write these environment variables in your console instead of using your **newrelic.js** config file:

```
$ heroku config:set NEW_RELIC_LICENSE_KEY=your license key
$ heroku config:set NEW_RELIC_APP_NAME=your production app name
$ heroku config:set NEW_RELIC_APDEX=0.010
$ heroku config:set NEW_RELIC_NO_CONFIG_FILE='true'
```

6. Verify your New Relic app name, license key, and log setting:

```
$ heroku config
```

7. Push to your new config to Heroku:

```
$ git push heroku master
```

That should do it.

You can see the full instructions here.

The commands above work just like your newrelic.js file, except now you are creating environment variables for the server to run when it is spinning up your app. There is one big thing to consider, however: which is that doing this will change the precedence (scope) of your config and will now override any newrelic.js file in this repo.

If you are still having trouble, don't hesitate to give me a call. I will walk you through the config set–up process myself. Step-by-step.

Respectfully,

@kyleLangeNow

crankyKyle - Apr 18th, 2017

@kyleLangeNow

YES! ASCII FACES FOR EVERYONE!!!!!1!

Thank you for your quick response. I'm glad someone still knows how to take care of people out there. Oh… and sorry I was so cranky before.

kyleLangeNow - Apr 18th, 2017

@crankyKyle

You care about your work; I understand. No harm done, and I'm glad I could help. Send your feedback to make our solutions better anytime. I'm here to listen.

Best,

Kyle