

Customer Service Narratives:

User: @twoWeeksAgoKyle

Repo: <https://github.com/kylelange/new-relic>

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

twoWeeksAgoKyle - Apr 4th, 2017

Hello New Relic!

I am an aspiring coder (I just finished at Epicodus here in Portland!) who is attempting to use a quick 'hello world' express.js app to see if I can get New Relic's APM data working when I refresh the page. So far, no dice, and my imposter syndrome is flaring up something awful.

Help!

kyleLangeNow - Apr 4th, 2017

Hi @twoWeeksAgoKyle,

My name is Kyle and I'm a support team member here at New Relic. I know exactly how frustrated you feel. I was literally you two weeks ago. I can help! Go ahead and paste your main JavaScript file (it's usually app.js or index.js) in the description box you sent your last message in AND your newrelic.js file.

If you are not sure what that is, just send me a link to your github repo so I can check-out all of your files.

Best,

Kyle

twoWeeksAgoKyle - Apr 5th, 2017

@kyleLangeNow,

Here is my App.js file:

```
require('newrelic');
const express = require('express');
const app = express();

app.get('/', (req, res) => {
  res.send('Hello, world!')
});

app.listen(3000, () => {
  console.log('App listening on port 3000')
});
```

and the newrelic.js file:

```
'use strict'

/**
 * New Relic agent configuration.
 */

exports.config = {
  app_name: ['Express NR code sample1- twoWeeksAgoKyle'],
  license_key: 'fb*****51315e0377c5451e480de70',
  logging: {
    level: 'info'
  }
}
```

And here is my repo: <https://github.com/kylelange/new-relic/tree/mistake>

Thanks,

twoWeeksAgoKyle

kyleLangeNow- Apr 5th, 2017

Hey @twoWeeksAgoKyle,

Thanks for sending those files over. I see the problem and have a solution!

Your app.js file and newrelic.js files were spot on. The only step you missed was to copy the newrelic.js file from the Node_modules and paste it to the root directory. Head to node_modules/newrelic/newrelic.js and paste it so that the file sits on the same level as your app.js file. Think of your newrelic.js and your app.js file like peanut butter and chocolate: they were meant to be next to each other. Yummm.

Here is the [documentation](#) on it.

Welcome to the wonderful world of code. As you continue to experiment with our software, we have a fantastic [forum](#) for APM that you can visit to post/find other questions and answers. It is generally a very welcoming place. Also, I've e-mailed you a .pdf file of our Getting Started Guide. It is worth reading when you have a moment.

Again, welcome to our club, and let me know if you have any more trouble with this,

Kyle

twoWeeksAgoKyle - Apr 5th, 2017

@kyleLangeNow

That did it! Peanut butter and chocolate - I won't miss that again.

Thanks.