Troubleshoot Issues in Cisco Security Cloud App

KV Store process issues

Error message

The KV Store process terminated abnormally (exit code 6, status exited with code 6.)

Possible Cause

This error message is observed only in Single Node configurations with an excessive data volume.

Recommended Action

• Ensure that the Mongo key has the correct permissions or run the following command:

```
chmod 400
        $SPLUNKHOME/var/lib/splunk/kvstore/mongo/splunk.key
```

• Consider raising the maximum allowed memory for the KV Store cache.

Add the following configuration to the **server.conf** file in your **$SPLUNKHOME/etc/system/local** directory:

```
[kvstore]
percRAMForCache = 15
```

Note   15% is the default value. Increase the percentage based on the current memory consumption of the instance.

You can check your current configuration in the **$SPLUNKHOME/etc/system/default** in **server.conf** file**.**

To check the current instance memory consumption, go to **Resource Usage** under **Monitoring Console.**