System requirements and supported software (KOTS)

Make sure that your environment conforms to all requirements and recommendations before installing Jama Connect software.

After reviewing the information on this page, see "Things to do before installation" in the *Jama Connect 9.41.x User Guide*.

> **Important**
> To use Ubuntu 22.04, you must update the memory or OpenSearch fails. From the KOTS Admin Console, adjust the memory settings so that Maximum Memory is 6G and Maximum Memory for Container is 8G.

Application server

Use the information in this table for the server that runs the Jama Connect application. For details on sizing your application server to your environment, see "Resource sizing for application server" in the *Jama Connect 9.41.x User Guide*.

Component	
Minimum • 8 CPU • 32 GB RAM • 200 GB storage per node • Every node has the same storage space	**Recommended** • 16 CPU • 64 GB RAM • 256 GB storage • Every node has the same storage space
Operating system • *Recommended* — Ubuntu 22.04* and 24.04 • Red Hat 9.6 and 9.8 — Supported only when the RHEL Container Tools are not installed. *To use Ubuntu 22.04, you must update the memory or OpenSearch fails. From the KOTS Admin Console, adjust the memory settings so that Maximum Memory is 6G and Maximum Memory for Container is 8G.	
Software installed with Jama Connect • KOTS • Containerd	
Musts • Dedicated server — Is running only Jama Connect • Accessible by admin with permissions • Uses only supported software and environments	

Database server

Use the information in this table for the server that runs your database. For details on sizing your database server to your environment, see "Resource sizing for database server" in the *Jama Connect User Guide*.

Component	
Minimum • 4–8 CPU • 16–24 GB RAM	**Recommended** • 8 CPU • 24 GB RAM • Dedicated volumes for data
Database software • MySQL 8.4.x • Microsoft SQL Server 2022	
Musts • Database is hosted on a server separate from the Jama Connect application. • Database server can host other databases, but no other applications. • Accessible by admin with permissions. • Uses only supported software and environments. • Databases must be able to accept a minimum of 300 concurrent connections.	
Not supported • Azure database • MariaDB • Custom configurations of Jama Connect databases (for example, query optimization and additional indexes that aren't shipped with Jama Connect)	

Supported software

Make sure your environment uses only supported software.

Component	
Browsers • Edge Chromium • Firefox* • Google Chrome* • Safari* *Versions released over the past 12 months are supported.	**Important** Browser zoom is supported only at 100%. Use of browser extensions/add-ons or enabling Compatibility View is not supported while using Jama Connect. **Tip** To prevent session issues, use the application in a single browser window.
Word processor and spreadsheet programs • Office 365 for Mac • Office 365 for Windows	Office 365 is used for exports and reports.
MathType Equations Editor • 7.7.1.6472 • 7.6.1.6408	

Authentication

Jama Connect supports the following authentication options.

- LDAP
- SAML