

# Focal Point 2 FAQ



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Software: Focal Point 2.0  
Version: 040317R5  
Contact: [techsupport@transition.com](mailto:techsupport@transition.com)

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→ **Will Focal Point 2 (FP2) be compatible with my system?**

*As long as one of the below mentioned Operating System requirements is met, and Java™ Runtime Engine is installed, FP2 will operate on your system:*

- *MS Windows® NT 4.0 (x86), 98, 2000, XP*
- *HP OpenView NNM 5.0 or Higher*
- *Sun Solaris™ 2.5 or higher, HP OpenView NNM 4.11 or higher*
- *HP-UX™ 10.20 or higher, HP OpenView NNM 4.11 or higher*
- *Java™ Runtime Engine (JRE™) 2 version 1.4.0 or higher.*

→ **Do I need Focal Point 1 to upgrade to Focal Point 2?**

*No, FP2 is a separate standalone application that can be installed without Focal Point 1 present.*

→ **Will FP2 erase my Focal Point 1 application?**

*No, FP2 is a separate standalone application, which will run independently. It will not erase Focal Point 1 nor would it change its settings.*

→ **Do I have to upgrade my converters?**

*No, FP2 is fully compatible with ANY Focal Point cards and chassis.*

→ **Do I have to upgrade my management cards?**

*No, FP2 is fully compatible with ANY Focal Point management cards.*

→ **Java™ NOT Installed, installation stops.**

*JAVA™ 1.4 (j2re-1\_4\_0-win.exe or later) has to be installed.*

*It is available at SUN's website. at: <http://java.sun.com/j2se/1.4.2/download.html>*

→ **I cannot start installation from Winzip®. (Note: pertains to download from website only.)**

*The zip file focalpoint2.zip should be saved on a LOCAL drive and then unzipped to a LOCAL directory (example: c:\temp\).*

→ **Who can be contacted to answer my questions?**

*Once in Focal Point 2, you can simply click on Contact TN Technical Support button in the launch pad or:*

*call toll free 800-260-1312 x 200 (USA and Canada),*

*+1-952-941-7600 x 200 (worldwide),*

*fax: +1-952-941-2322 or email [techsupport@transition.com](mailto:techsupport@transition.com).*

*Please send feedback regarding the software to [productfeedback@transition.com](mailto:productfeedback@transition.com).*