# Frequently Asked Questions

**The Frequently Asked Questions file is provided for pre-installation convenience. A better version of this file is available in the help file once Dawn is installed.**

## General/Installation Questions

**What is Dawn?** Dawn is an address book manager/converter which can convert/import/export addresses among many E-Mail address books and contact lists.

**What's the Latest Version?** This version of the FAQ coincides with the Dawn 5.3 release build 5303 To check whether a newer version is available, go to http://www.joshie.com/projects/dawn

**What systems does Dawn run on?** Dawn runs on IBM PC compatible systems with any modern 32-bit version of Microsoft Windows installed. For detailed requirements see http://www.joshie.com/projects/dawn/download.html

**Why is there no Macintosh version?** Dawn has been developed in Microsoft Visual C++ using a highly specialized Windows API. A Macintosh port would require a complete rewrite of most of the system.

**What about Linux?** As mentioned above, Dawn uses Windows API calls to access many of the address books, let alone the user interface. It has also been my experience that Linux users do not require a utility such as this. Based on these considerations, Linux development has been halted.

**I can't install Dawn.** Dawn installation requires Microsoft Windows Installer (MSI) to be present on your system. If this is not the case, Dawn Setup will direct you to the correct download. Other installation problems may be resolved by double-clicking dawn.msi located in the Dawn distribution archive.

## Using Dawn

**How do I report a bug?**

Go to http://bugzilla.joshie.com and fill in a form

**What programs are supported?** The complete list of supported programs can be found in the http://www.joshie.com/projects/dawn/features.html (Online)

**Why can't I open my PAB file, NAB file, NA2 file, or PST file?** Dawn supports Outlook and Netscape address books only via interfacing with the corresponding programs. You cannot read the files directly. Neither can you read in the data without the corresponding program present on your system.

**Will the latest version of my favorite program be supported?** In most cases the answer is

yes. Chances are, if some version of the program is currently supported, any new versions will be supported automatically. Specifically, I have information suggesting an impending format change in Pegasus Mail. The new format will be supported shortly after its debut.

**Why can't I write to format X?** Some programs prove too difficult to be able to write their format, but check the program itself since they often have more import options than export options.

**Can you include support for program X?** Maybe. Contact me at zakharin@alumni.upenn.edu to discuss the specifics.

**Can I obtain source code for Dawn? / What language is Dawn written in?** Dawn 5.x is written in Microsoft Visual C++ 6.0/7.0 professional. The code is available in parts for a fee. The payment amount varies, so please contact me at zakharin@alumni.upenn.edu