



NN SCRIPTS

Visitor manager

user manual

A NATASHA NAMINOSAKI PUBLICATION

© **Second Life script user manual**

© Natasha Naminosaki

Natasha Naminosaki is a registered account of © Second Life

Rev 2.1, 12.5.2023

NN scripts

Thank you for purchasing NN scripts. This user manual covers more in-depth details, which were not possible to include in the interactive menu due to limited space. Please, take your time to read this manual to get most of your product and prevent accidental damage or loss.

In the event an issue not covered in this manual arises, feel free to send IM or a notecard to Natasha Naminosaki. Prior to sending a notecard, I kindly ask you to read the information in the manual.

NN VISITOR MANAGER (NNVM) scripts user manual



All script instances have to be present in the objects inventory for the scripts to work correctly. If one or more scripts are missing, NNVM will not start and inform which script is missing (if core is missing, nothing will happen). NNVM consists of 6 scripts:

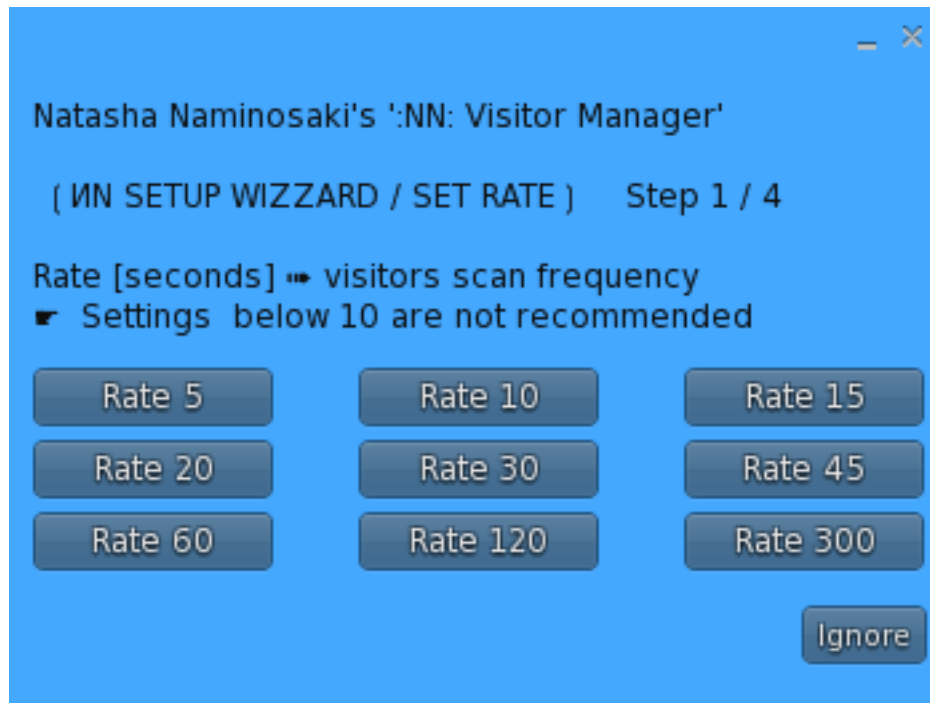
- NN Visitor manager CORE
- NN Visitor manager DATA
- NN Visitor manager EXEC
- NN Visitor manager EXE2
- NN Visitor manager 2023
- NN Visitor manager MAIL



Script called NN Visitor manager SWIZ is SETUP WIZARD. It will launch automatically upon first rez. For the resources sake, it will self-destruct itself upon finishing, skipping or touching the Welcome mat (menu priority override). All settings are possible to modify also via menu.



In order to use the script, be sure to be in an area, which allows running scripts.





Quick start

1. Either use the SETUP WIZARD to configure basic parameters (4 steps) or setup manually via the menu.
2. Enter the interactive menu and in SETUP and turn on add-ons you wish to use
 - default configuration has all add-ons disabled to prevent spamming
3. TURN ON the NNVM.

Features

- DATABASE: stores up to 6000 unique visitors and all settings also upon derez
- INDEPENDENT: uses solely SL resources. No 3rd party resources or servers used
- COMPLETE SOLUTION: includes GREETER, INVITER, GIVE ITEMS and REPORTING add-on. All are possible to separately enable/disable and customize through the menu.
- REPORTS: visitor count, peak visit hours, additional avatar info: language settings, gender, account (basic/premium/+), group
- STATISTICS: all time data, daily reports, leaderboard (e.g. most visits, most time, spent)
- NO SPAM: does not send double invites or repeated item give-outs thanks to highly effective visitor database
- ZERO LI: you can put the scripts into your existing mod enabled object or alternatively use the included Welcome mat (1 LI)
- IGNORE LIST: exclude particular avatar names from being detected by the script in the notecard called "ignorelist"
- TIME ZONES: get all reports calculated to your local time
- CUSTOMIZABLE: NNVM offers one of the widest ranges of custom options yet offering a complete visitor management solution
- UPDATES: free for lifetime (automatic delivery)

Table of contents

Quick start

Features

(1)	Installing	4
(2)	INTERACTIVE MENU	5
(3)	SETTINGS menu	6
(4)	SCAN MODE	7
(5)	GREETER add-on	8
(6)	INVITER add-on	8
(7)	GIVE ITEMS add-on	10
(8)	REPORTING add-on	11
(9)	TIMEZONE setup	12
(10)	TEXTURES & color	12
(11)	DATABASE menu	14
(12)	DB EXPORT menu	16
(13)	DB TOOLS menu	16
(14)	FAQ	18

Revision history

*click desired topic for faster navigation

(1) Installing

Package contains:

:NN: Visitor Manager (COPY/MOD) – Welcome mat with preinstalled script instances
 NN Visitor manager CORE (COPY)
 NN Visitor manager DATA (COPY)
 NN Visitor manager EXEC (COPY)
 NN Visitor manager EXE2 (COPY)
 NN Visitor manager 2023 (COPY)
 NN Visitor manager MAIL (COPY)
 ignorelist (COPY/MOD) – notecard with info on how to use
 manual (COPY/MOD) – notecard - same as here, without pictures
 NN Visitor manager SWIZ (COPY) – will self-destruct after 1st use

Either use the preinstalled Welcome mat (object name ":NN: Visitor Manager") or move all 4 script instances into any modify enabled object you own. Welcome mat is COPY/MOD enabled, scripts are COPY enabled.

The script detects first use and runs SETUP WIZARD.

This is a one-time script for quick and easy basic setup of your Visitor manager. For the resource's sake, it will self-destruct if one of these conditions is met:

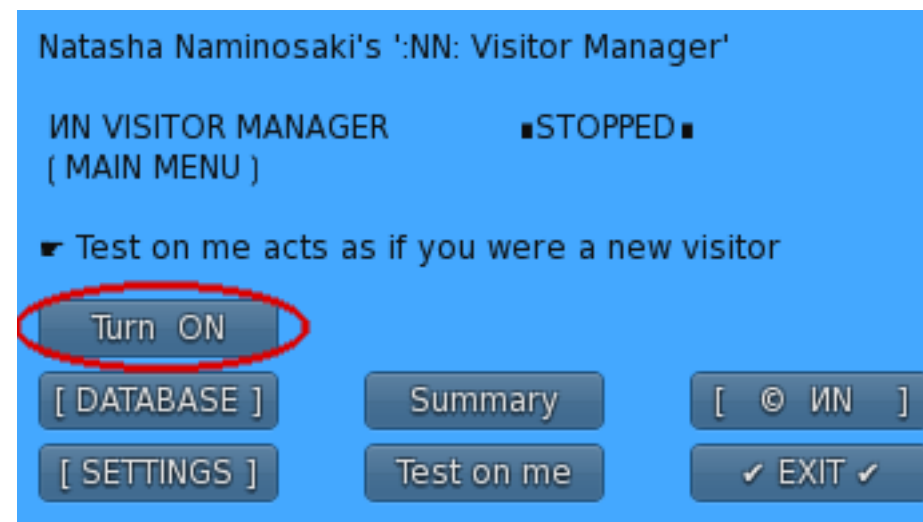
- after Setup Wizard is finished (or skipped)
- after 5 minutes of inactivity
- by touching the Welcome mat
- You are able to setup (or modify) all the choices made in Setup Wizard later via the interactive menu.

└ i

- In order to use the script, be sure to be in area, which allows running scripts
- If you intend to use 3rd party object for NNVM scripts, it needs to have modify permission - check permissions at the general tab of the object. In some very rare cases, it may occur another script inside the object will interfere with NNVM scripts. This may cause both scripts to malfunction or lead to unexpected results (eg. removal of the script). Generally, it is not recommended to run scripts from various authors within the same object.

△ TURN ON the NNVM △

By default its turned off as a spam precaution. Don't forget this ☺



(2) INTERACTIVE MENU

I did spend considerable time to make the interactive menu as user friendly as possible while still offer many customization possibilities. Since there is limited length of text in menu, NNVM will also communicate with you via private messages sent to local chat – these are only visible to the owner. If you experience poor visibility of these messages, please follow the instructions below (VIEWER TEXT – COLORS).

TIMEOUT

The menu has a 90 second inactivity timeout to preserve resources and not contribute to the lag. Your settings are saved on timeout procedure. You can click on the NNVM again anytime.

✓ EXIT ✓

Please, use the ✓ EXIT ✓ button when finished. It securely saves the choices you made. There is no way for the script to know if you click the small “Ignore” button and the script will patiently wait 90 seconds for you to make a choice.

FONT

For the best experience, use the default “Deja vu” font. I fine-tuned the menu design using Firefox and the default Deja vu font. Using other fonts will not affect the functionality, but occasionally you might experience distorted layout within the menu.

LAYOUT

For better menu orientation, the first row shows where you are, e.g.: {MAIN MENU / DATABASE / EXPORT OPTIONS}

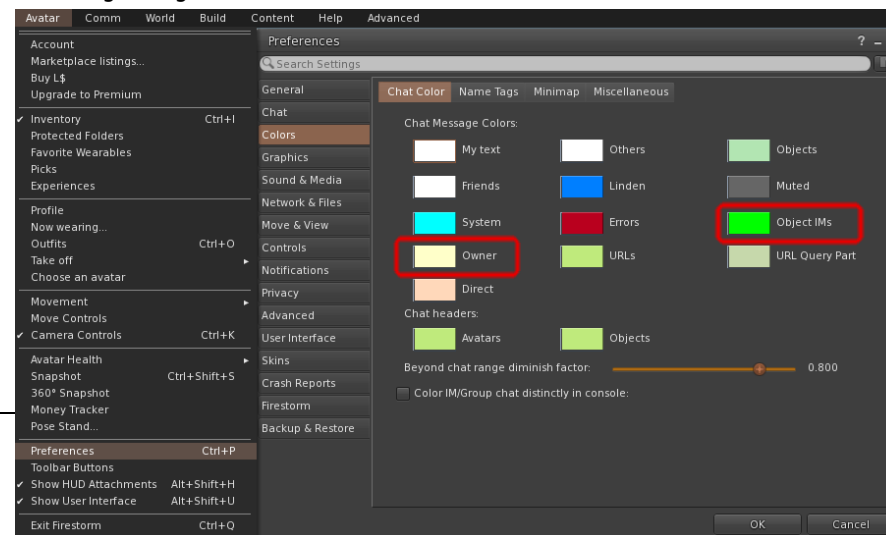
Checkbox based options – these will be turned ON/OFF upon checking/unchecking, e.g., Inviter ☒

VIEWER TEXT - COLORS

NNVM sends to the owner 2 types of private messages into the local chat window:

- Object IMs (grid-wide, but slow)
- Owner (fast, but not grid-wide)

Every viewer and skin can have different default colors for each type. To change the colors of these messages, navigate to Avatar->Preferences->Colors->Chat Color and choose a color that best suits your needs



(3) SETTINGS menu

Upon clicking the object, you get a pretty much self-explanatory MAIN menu. The most important button here is obviously (SETTINGS), which will open the SETTINGS menu.

[add-ons]

NNVM functionality is divided into 4 pre-installed add-ons. These are listed in the left column of the SETTINGS menu and clicking them will open configuration submenu for each add-on. All add-ons are by default disabled as a spam precaution during rez or setup. In order to enable a particular add-on, click the respective button and in the submenu click (Add-on ☐) to check/uncheck. Detailed information about each add-on configuration is explained separately below.

(Import)

Initialize ignorelist import. If notecard named “ignorelist” is not found in NNVM, import procedure will not continue and inform the owner via private message.

■ ignorelist import procedure is also called automatically upon TURN ON.

(Reset Script)

Offers 2 options:

(RESET) – resets scripts and bot settings. All other settings and visitor database remain intact.

(RESET ALL) – as above + resets also all settings to default and - if the scripts are in the original Welcome mat object - also sets default colors, textures and size. Visitor database remains intact.

■ Use **!PURGE!** in DATABASE menu to clear all database entries and reset NNVM to factory default

(Scan mode)

Choosing appropriate scan mode along with scan rate is crucial for the NNVM to deliver expected results.

Refer to (4) SCAN MODE

(Time zone) – refer to (9) TIME ZONE setup

(Textures) – refer to (10) TEXTURES and color

NN VISITOR MANAGER (MAIN MENU / SETTINGS)

- Setup add-ons
- Configure visitor manager
- Import ignore list from NC, reset

↓ add-on ↓

[Greeter]

[Gr. inviter]

[Give items]

[Reporting]

↓ config ↓

[Scan mode]

[Time zone]

[Textures]

[..\MAIN]

Import

Reset script

✓ EXIT ✓



(4) SCAN MODE

PARCEL

scans the entire parcel on which it is rezzed. Default and recommended for most users

- if scan rate is lower than 10 seconds, it is automatically set to 10 seconds. You can override this manually via SET RATE.

REGION

scans the entire region (sim) where it is rezzed. Along with other settings (e.g., greetings, items giveouts, etc.) this scan mode might bother avatars in whole sim and could be considered as abuse. Use this setting only if you know what you are doing or if you own/control the whole region.

- if scan rate is lower than 15 seconds, it is automatically set to 15 seconds. You can override this manually via SET RATE.

RANGE

scans a circular area around NNVM. Area size is defined in meters. If PARCEL ONLY is selected, scan range will not exceed the parcel border no matter the setting. Unless there is a particular reason, you should always have the parcel restricted scan range turned on. You will save yourself complaints from your neighbors and the visitor management results will be more accurate. Parcel restricted scan range is by default turned ON. Choosing range mode is suitable if you need to monitor smaller places and you do not own/control the whole parcel.

- Some limitations imply to this mode:

- max avatar detection limit: 16
- avatars who leave range will be considered departed and if they consequently return, they will be counted as returning.

SET Rate

Set the rate at which NNVM checks for visitors. The lower the rate, the more sim resources the script uses.

- Set the scan rate wisely and with consideration to the overall sim resources. In most cases settings below 10 seconds doesn't make any sense and in extreme situations (e.g. scanning a fully populated sim) may adversely affect sim performance and consequently the script functionality. Lower scan rate settings are suitable only with concurrent small scan range for the purpose of monitoring a small area which the avatars are expected to pass (e.g. a hallway). At teleport landing points, you do not need such a high scan frequency, since it takes some time for the users to rez before they move.

(5) GREETER add-on

Greeter will send customized private welcome messages to new and/or returning visitors into their local chat window (Firestorm default green color).

{Greet [☐]}

enables / disables the greeter add-on. Upon disabling, all greeter settings remain intact, but no welcome messages will be sent to new or returning visitors.

{New visitor}

compose your very own welcome message for new visitors

{Returning}

compose your very own welcome message for returning visitors

└ ▲

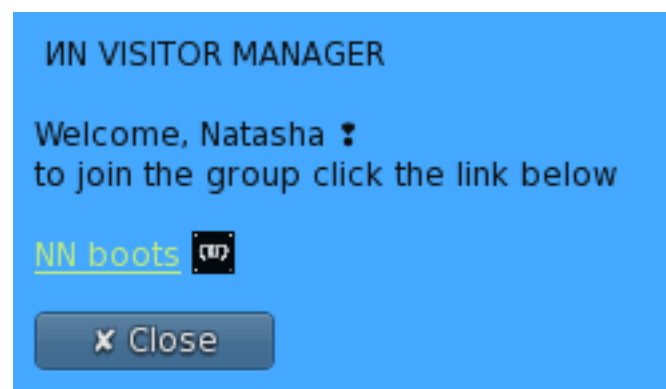
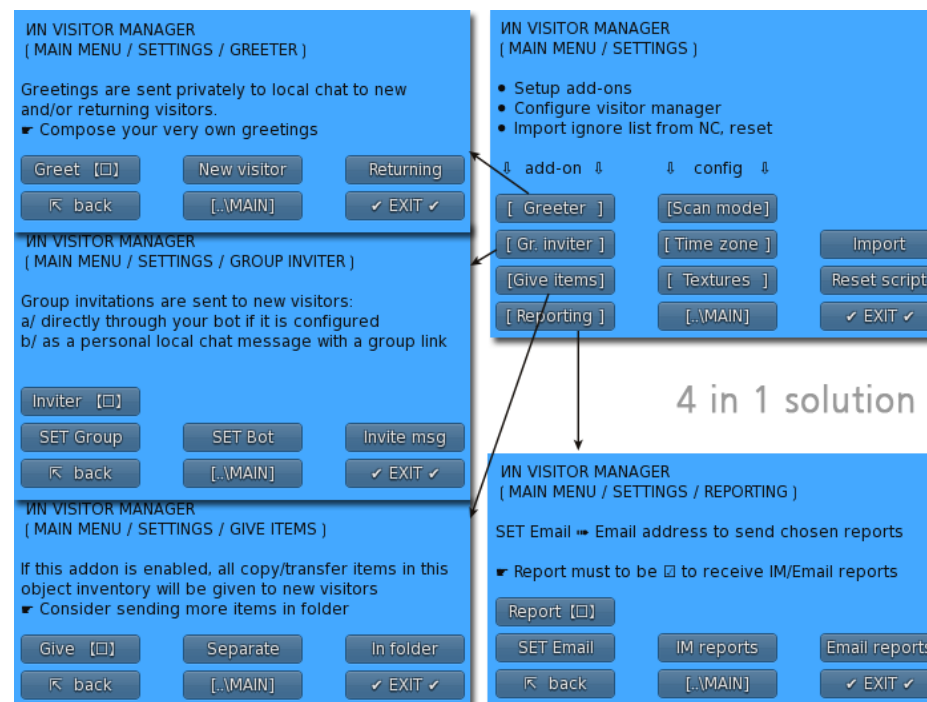
Refer to (14) FAQ to understand the difference between NEW and RETURNING visitor.

(6) INVITER add-on

Group inviter invites new visitors to join a particular group. Visitor manager supports 2 methods to invite avatars to group:

a/ indirect (see picture right) - new visitor gets a menu (blue dialogbox) with your customized group invite message along with a link to the group. Upon clicking the link, the standard SL group profile will show up with the join option. This method is the most common and it is currently the only way to automatically invite new members to a group without a bot (SL does not support scripted group invites as a spam precaution)

b/ direct invites via a bot - new visitor gets a menu with option to join the group. Upon clicking join, no further action is required, and he/she is added to the group.



Note: NNVM is scripted for universal bot use enabling customized bot commands. It was tested to work flawlessly with Pikkubot.
 ■ The script will automatically detect if a bot is set and adjust the options in this menu respectively.

{Inviter ☐ }

Enables / disables the group inviter add-on. Upon disabling, all inviter settings remain intact, but no inviting will occur.

{SET Group}

The group to which inviter invites new visitors. The group is by default set to the same to which the object is set. To change the current group:

1st inworld right-click on NNVM

2nd change the object group (tab General -> Group)

3rd press SET Group button in menu

Currently assigned group is shown in the Summary menu.

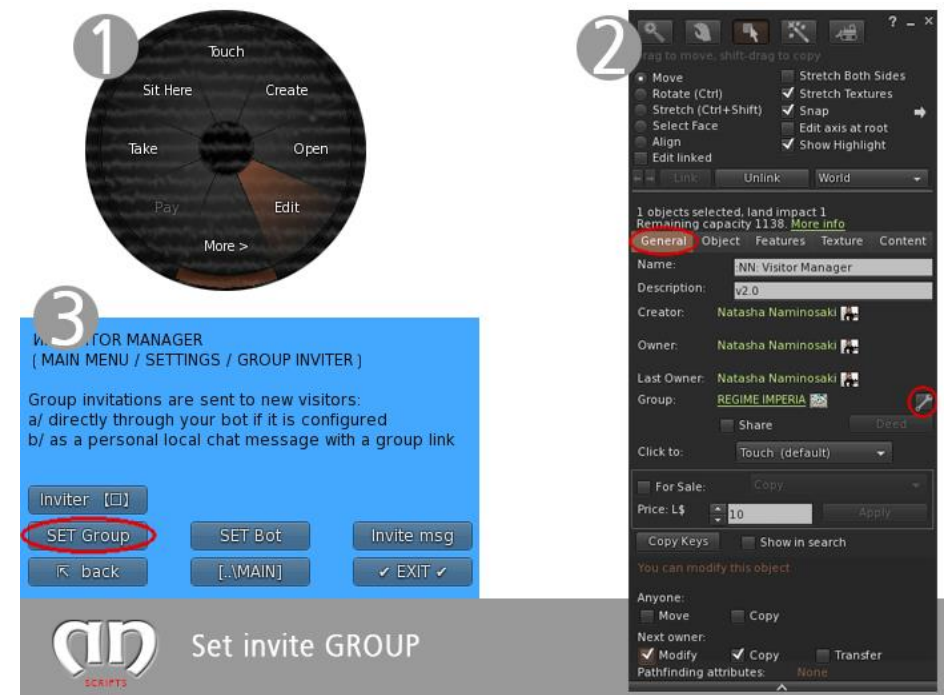
{SET Bot}

Set a bot or change the bot, who will perform direct invites. The desired bot avatar has to be close (>20m) to the object containing the script. If no bot is set, group invites will be performed without the bot. If bot is set, the group inviter configuration options will change to reflect the setting ("Invite msg" button will change to "Invite cmd" and a new "Bot init cmd" will appear).

■ The script automatically detects if the selected bot is online and chooses the appropriate group inviting method.



Be utmost careful when selecting the bot. Selected avatar will get automated messages (commands) from the script to perform inviting of new visitors in the desired way. Choosing other avatar than your bot might be considered as abuse.



{Invite msg}- if the bot is NOT set

You may customize the dialog box text, which a new visitor will get. It is even possible to include the first name of the visitor as a dynamic part of the message in order to add a personal feeling to the message. Type F_NAME in the message body to include the first name of the visitor. Default invite message is set as follows: NN VISITOR MANAGER ◀ Welcome, F_NAME :

(Invite cmd)- if the bot IS set.

The invite command will be sent to the selected bot via an instant message every time a new visitor is detected. You may customize this command based on bot engine you are using. You may include avatar UUID of the visitor and group UUID as dynamic parts of the command. Include A_KEY for avatar key of the visitor and G_KEY for group key in the message body (A_KEY will be replaced by the avatar key of the visitor and G_KEY will be replaced by the key of the current group set). Bot invite command for Pikkubot would be: invite A_KEY G_KEY. Refer to your bot documentation for proper use of this function.

(Bot init cmd)- if the bot IS set.

Bot initialize command is sent to the selected bot on following occasions: 1. after composing the command, 2. on new bot selection, 3. if you clear the visitor list memory

You may customize this command based on the bot engine you are using. You may include group UUID as dynamic part of the command - in the command body type G_KEY which will be replaced by the key of the current group set. Bot init command for Pikkubot would be: members G_KEY (reads the current group members to the bot memory to prevent sending invites to avatars already in the group). Refer to your bot documentation for proper use of this function.

(7) GIVE ITEMS add-on

Give items will give new visitors items which you put into the contents of the object.

└ i

- scripts are excluded from the giveout
- notecard called "ignorelist" is excluded
- only COPY/TRANS enabled items will be given
- all items passing the above criteria will be given out. If you intend to send multiple items, consider sending them in a folder

(Give ☐)

Enables / disables the give items add-on. Upon disabling, all giver settings remain intact, but no items will be given to new visitors. Upon enabling, you will get a summary of give out settings along with current items to be given.

(Separate)

Select if you want to give items to new visitors separately (not in a folder). If you intend to include more items, consider sending them in a folder.

(In folder)

Select if you want to give items to new visitors in a folder.

Upon pressing this button, you will have the option to set the name of the folder new visitors will get. By sending blank entry, the current folder name will remain intact. By default, the folder name is the same as the object name.

(8) REPORTING add-on

Reporting will send you notices either via private messages to the local chat (delivered also offline) or to the email or both upon following events:

- new visitor detected
- returning visitor detected
- daily report

(Report )

Enables / disables the reporting add-on. Upon disabling, all reporting settings remain intact, but no automatic reports will be sent.

(IM reports) / (Email reports) - choose which notifications you wish to get

In case you choose Email reports, don't forget to set up Email address

■ new, returning and daily buttons work as checkboxes. If checkbox is ticked, the particular report will be generated.



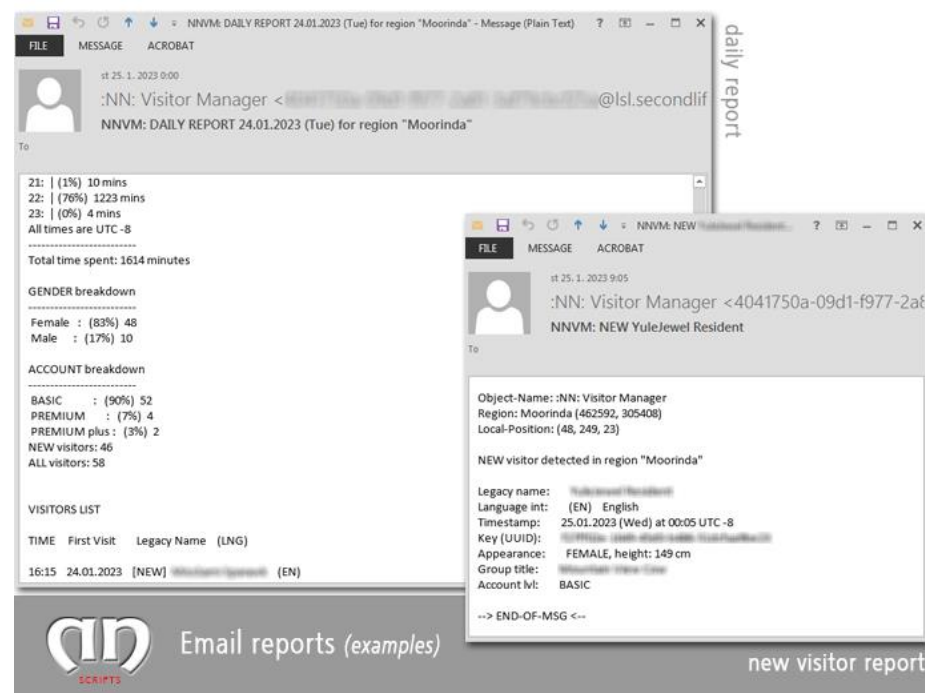
Local chat IMs don't disturb. However, they are delivered offline, too.

Things to know regarding to Email reports:

- Due to the LSL scripting limits, which include a maximum script memory of 64kb, email message might be sent in multiple parts if the number of daily visitors exceeds 350. At the end of each email generated by NN Visitor manager there is following end of message check: "--> END-OF-MSG <--".
- Be aware, that after sending an email, the script has a compulsory sleep pause for 20 sec. NNVM has a dedicated mailer script, but even so unless you plan to deploy it in a quite area it is not recommended to send an email report upon every new and/or returning visitor as such setting might generate many emails or create a long script queue.



To save memory and serve the purpose, only 16 SL supported languages are shown. Users are able set viewer to "System Default" or to manually edit the respective file in which case the returned language can be one of the 183 assigned language codes or "whatever". You are able to see this setting only in NEW/RETURNING Email reports (not the 24hrs report).



(9) TIME ZONE setup

{SET Time}

Press this button in menu SETTINGS to set the desired time zone. Click on one of the 7 predefined time zones (including Second Life Time - SLT). If your time zone is not listed, press {other zone} and type the desired time zone into the input window in following format [-]HHMM. Only whole and half hours are allowed as valid time zones.

Examples:

-0800 -> for UTC -8 (also PST and Second Life Time)
 -0600 -> for UTC -6 (also CST - Central Standard Time)
 -0500 -> for UTC -5 (also EST - Eastern Standard Time)
 +0100 -> for UTC +1 (Central Europe)
 +0930 -> for UTC +9.5 (Australia Central Time)

└ i

Time zone settings are relative to Coordinated Universal Time (UTC) often incorrectly referred to as GMT. NNVM does not take into account local daylight saving time changes (there are 38 time zones in the world - it would require lot of script memory and scripting itself).

(10) TEXTURES & color

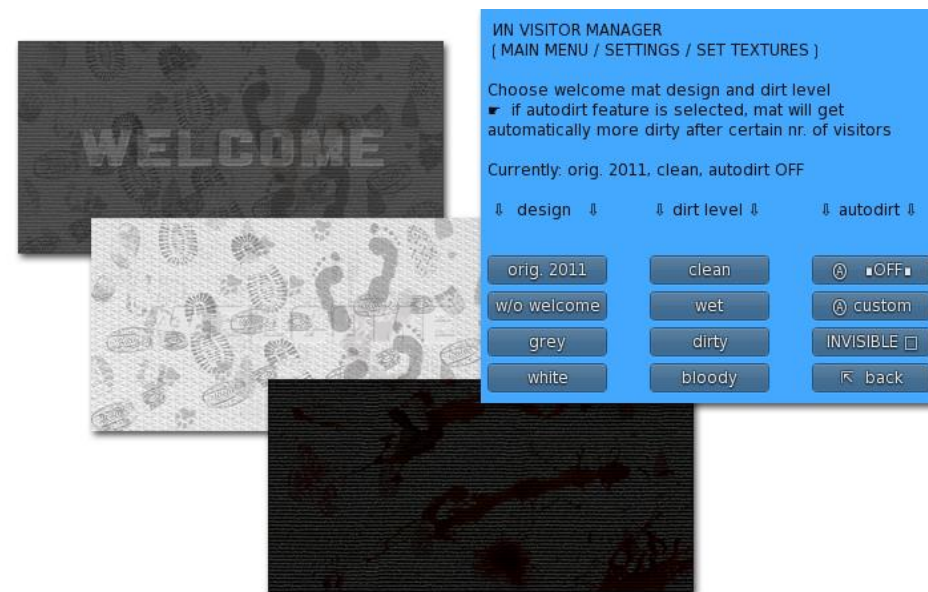
Press this button to customize the appearance of the Welcome mat and choose out of 16 textures available.

There are 4 main texture designs available:

- orig. 2011 – original Welcome mat texture from 2011 when the product was introduced
- w/o welcome – same as above but without the “WELCOME” sign
- grey – brighter version
- white – white rubber mat

Each of these main textures has 4 “maintenance” levels:

- Clean – well maintained mat
- Wet – not so well maintained mat, low degree of dirt
- Dirty – poor maintenance, high degree of dirt and mud
- Bloody – specific type of maintenance



{auto OFF} / {auto SLOW} / {auto MED} / {auto FAST}

Pressing this button cycles through 4 autodirt options.

If autodirt is turned on, the script will after certain number of visitors change texture to the next more dirty one (bloody texture is excluded). The number of visitors needed for a change is determined by the speed of autodirt:

SLOW – change after 500 visitors

MED – change after 100 visitors

FAST – change after 20 visitors

{auto custom}

If neither of the 3 options seems to be appropriate on how fast your mat is getting dirty (i.e. how much traffic you expect at your place), you may set your custom autodirt speed by entering the number of visitors needed for a change in dirtiness. Only whole numbers in the range 1 – 9999 will be accepted.

┌_i

Once the cycle reaches dirty texture, there will be no further changes. It will stay dirty until user intervention – i.e., manual cleaning is necessary by accessing the menu and choosing the option clean.

┌_i

For this feature all visitors except the owner (NEW, RETURNING and also on ignorelist) are counted once per 24hrs.

{INVISIBLE ☐ / ☒

Makes the NNVM invisible and phantom – i.e., non-physical.

Please, make sure you remember where the NNVM is located to be able to click it and get the menu.

COLOR

You are able to change the default color of the Welcome mat:

1. Rez the mat inworld
2. Right-click on it and choose [Edit] and tab [Textures]
3. Click [Select face] and choose the top side of the mat
4. Click [Color] and choose any color combination of your preference

(11) DATABASE

NNVM features a database (DB) with powerful algorithms, which allow it to store up to 6000 unique visitor names along with settings and other data.

What is stored in DB:

- unique visitor names with language setting, first and last visit, cumulated time spent on monitored area
- visitor counter
- settings (bot settings excluded)
- leaderboards
- other statistics like all-time peak hours, language breakdown, avatar account breakdown, gender breakdown

What is NOT stored in DB:

- Daily statistics
- Bot settings

Data stored in database will be erased only on following events:

- if the user choses to delete particular or all data via TOOLS menu
- if the user chooses RESET ALL, settings will be reset to default
- if the scripts are moved to another object

NNVM database is INDEPENDENT. It does not use any 3rd party servers or resources. All data is stored using native SL resources and does not depend on my intervention, nor any recurring fees.

{Hall of Fame}

Top crowd – shows date and time when most concurrent avatars were present at the monitored area

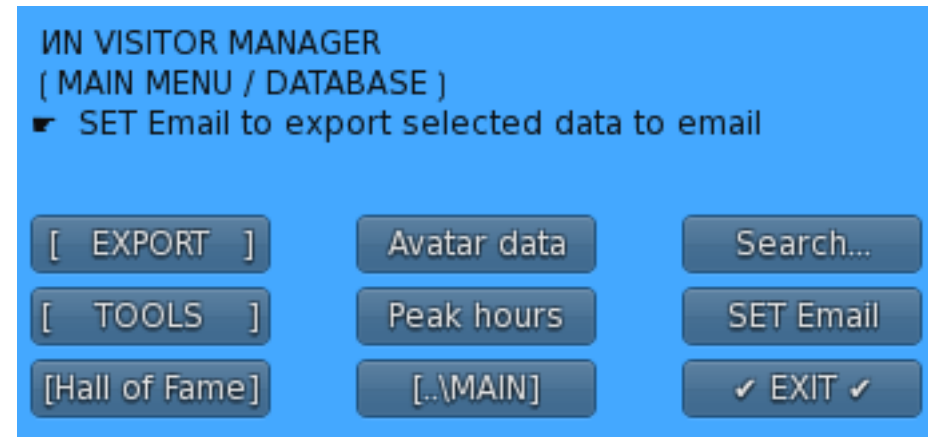
Visits / Day – top 10 days with most visits

Time / Day – top 10 days with most cumulative time spent by visitors

Visits / Av. – top 10 avatars with most visits.

Time / Av. – top 10 avatars who spent most time on monitored area

■ top 10 avatars (visits/av. and time/av.) options provide real-time data from DB and need to check all DB entries. Depending on DB size it might take up to 2 minutes to complete



(12) DB EXPORT menu

NNVM works with DB data constantly, this menu serves specifically for larger exports of unique visitor LEGACY names to IM (private messages to local chat window) or Email.

☉ - marked options (ALL visitors and Date range) check all DB entries. Depending on DB size it might take up to 2 minutes to complete. Estimated processing time is shown in the menu. Export to Email adds 20 seconds for every email sent.

(☉ ALL visitors)

Obviously - exports all unique visitors LEGACY names stored in DB along with their language preference, cumulative time spent on monitored area and first/last visit.

(☉ Date range)

Exports visitors stored in DB with their last visit recorded within specified date range. Requested date range must be entered in following format:

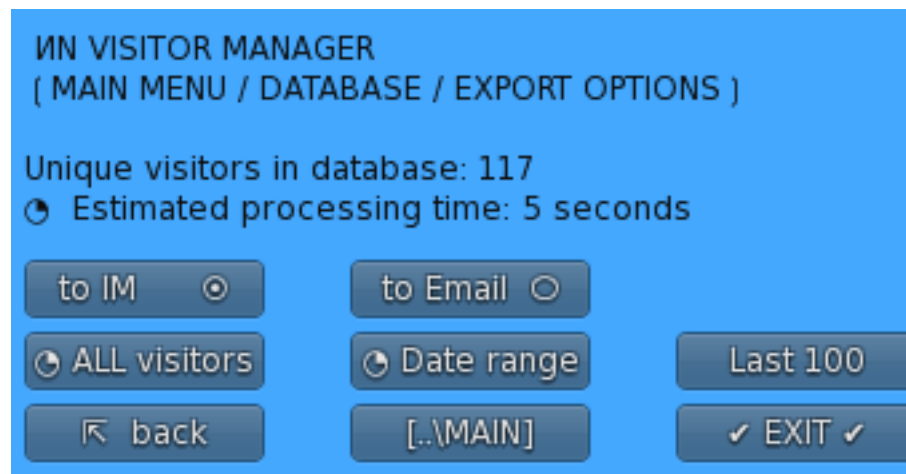
DD.MM.YYYY-DD.MM.YYYY

▀ dates are included – i.e. 09.01.2023-10.01.2023 lists 2 days

▀ if you want to export only one day, you still need to enter 2 dates. Example: 15.02.2023-15.02.2023

(Last 100)

Exports last 100 unique visitors



(13) DB TOOLS menu

Maintenance would be a more appropriate name for this menu, but that expression was too long to fit the menu button.




All options in this menu are intended to delete selected part of the DB. Except for the PURGE option and Find / delete, there are no further confirmations questioning your intellect.

(Find / delete)

DB searches for an avatar or multiple avatars, lists them via private message in local chat window and asks to confirm delete. Enter custom search term into the window. Only letters and numbers are allowed. You may enter also a search pattern to find all avatars which include the pattern within their name. For details, refer to {Search...} - it works the same.

{Date range}

Deletes visitors stored in DB with their last visit recorded within specified date range. If you are not sure, use  Date range in DATABASE / EXPORT menu to see which avatars will be removed.

{ALL visitors}

Deletes all stored visitors from DB

{Leaderboard}

Clears Hall of Fame data:

- Top crowd
- Visits / Day
- Time / Day

■ Visits/Av. and Time/Av. top 10 leaderboard are not cleared – they are processed upon every request from DB entries.

{Peak hours}

All time daily hour statistics will be cleared

{Avatar data}

All time avatar data will be cleared – language, gender, account

{Counters}

Resets unique visitor counter, total visits count, run time and last reset counter. Implicitly resets also average visits / day.

{ : PURGE : }

This wipes the database:

All visitors

All statistics

All settings

Use this to reset NNVM to factory defaults.

 (14) FAQ

▷ How NNVM identifies visitors: NEW, RETURNING, ignored

NEW: Avatar, which is not on ignorelist AND not in visitor database

RETURNING: Avatar, which is not on ignorelist AND not already identified as NEW or RETURNING

▪ visitor database is able to store up to 6000 unique visitors along with the date of their first and last visit, language setting and cumulated time spent on monitored area. Database entries are deleted only on request of the owner via menu TOOLS or if scripts are moved to another object. Database stays intact also on rezzing or derezzing.

▷ Understanding the visitor counter

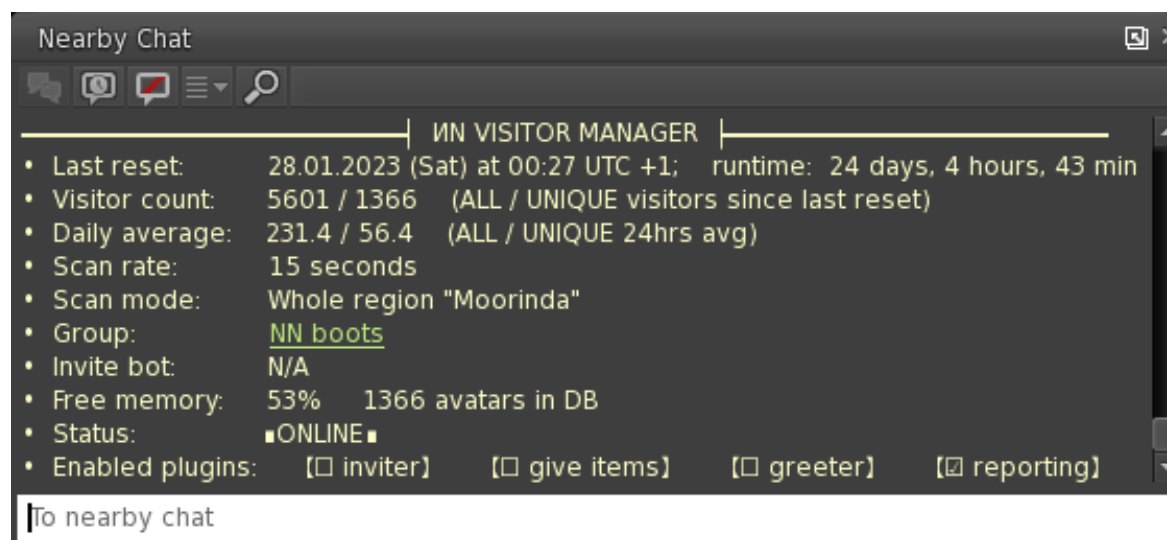
Upon selecting (Summary) in the main menu, you will be presented a summary table (see pic. on page 3). Visitor counter counts unique and all visitors and also calculates average traffic per 24 hrs.

UNIQUE visitor – number of unique avatars, who visited the monitored area (recurring visits are not counted)

ALL Visitors – all avatars visiting the monitored area are counted including recurring visits

▷ Are there any memory limitations?

Yes. NNVM is able to store up to 6000 unique visitor names. This should be enough to keep up even in crowded places for at least 3 months (note, that not every visitor is stored - these are unique avatar names, so only those that are not in database will be added). Script automatically detects low memory and will discard the oldest entries first, so user intervention is not necessary.



REVISION HISTORY

(lifetime FREE updates)

v1.0 (28.12.2011)

- first working version

v1.1 (8.1.2012)

- ADD: bot offline autodetection
- ADD: auto no-bot invites if bot is offline
- UPD: bot init command sent also upon bot login
- UPD: ignorelist import procedure optimization
- FIX: daily summary is now not sent if Visitor manager is offline

v1.2 (2.4.2012)

- FIX: giving out items bug
- FIX: Parcel restriction - now works on group deeded land as well
- FIX: minor bug in sending welcome msg to returning visitors

v1.3 (1.5.2012)

- ADD: Visitor counter to summary
- UPD: Summary table
- UPD: Inviting is not performed if group is not set

v1.4 (2.9.2012)

- FIX: new visitors double entries in database upon touching the mat (thanks to bug report by Ran Modan)

v2.0 (25.1.2023) MAJOR update

2023 revision – complete script revamp, new functions, new detection system, new storage system

- ADD: DATABASE
- ADD: TIME ZONE
- ADD: TEXTURES with autodirt feature
- ADD: Summary – added avg. visitors / day
- ADD: visitor language stats
- ADD: visitor account stats
- ADD: visitor gender stats
- ADD: peak hours stats
- ADD: leaderboards
- UPD: revamped memory management – to suit also crowded places
- ADD/UPD: many other things

v2.1 (10.5.2023)

- ADD: Remote update feature for future releases
- UPD: stores up to 6000 unique visitor names
- FIX: find/delete DB entry occasional error
- FIX: correctly displays "last 100"
- FIX: RESET counters resets also run time
- FIX: parcel name removed from email subject (bug SVC-391: email fails with non-ASCII char in subject)

