Gray List for AES-IntelliNet® 2.0 Subscribers

FREQUENTLY ASKED QUESTIONS

Q: What is Gray List and how does it work?

A: Gray List is an improvement to the process by which AES Subscribers identify and prioritize their peer nodes in a mesh network. AES has implemented this functionality in software version X.2.15, to automatically reduce Acknowledgement (ACK) delay instances in networks.

The Gray List feature improves AES mesh network performance by prioritizing pathways with a history of successful signal transmission while deprioritizing, but not eliminating, pathways associated with unreliable communication and Acknowledgement (ACK) Delays. This approach reduces network congestion and improves overall network health and reliability.

Q: Can a Subscriber or pathway move on and off the Gray List?

A: Yes. Each Subscriber tracks the number of packets sent to other Subscribers and how often those transmission attempts fail. When a Subscriber meets the criteria for unreliable communication, it is added to the Gray List. If its communication performance improves, it can be removed from the list.

Q: How long does a Subscriber remain on the Gray List?

A: The Subscriber remains on the Gray List for as long as it meets the criteria for inclusion.

Q: Can I tell if Gray List is working on a particular Subscriber?

A: Yes. If your Subscriber has the latest software release, open the “Statistics” Tab in the GUI and there will be a “Peers List” which tracks the following:

- Packets Attempts
- Route Failed
- Failure Rate %
- Current Rx State
- Current State of Gray List

Q: Does restarting or power-cycling a Subscriber clear its Gray List history?

A: No, restarting or power cycling a Subscriber does not clear the Gray List history.

Q: Does the Gray List change how the AES mesh network sends signals?

A: The Gray List does not change how an AES mesh network works. It is an additional factor used to evaluate the best pathways for an alarm signal to travel across the mesh.

Q: Does the Gray List prevent a Subscriber from communicating with a peer that has been identified as unreliable?

A: No. The Gray List deprioritizes unreliable pathways; it does not remove them. This allows the Subscriber to continue using available mesh pathways when necessary.

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Q: Will the Gray List affect the NetCon of a Subscriber?

A: No. The Gray List has no impact on a Subscriber's NetCon value.

Q: Can I manually add Subscribers to the Gray List?

A: Yes. With software version X.2.15 or later, the Gray List feature automatically identifies and adds Subscribers based on their communication performance. To manually add Subscribers, you must first disable the automatic Gray List feature.

Q: Is the Gray List tool available with Legacy (7788, 7058E) Subscribers?

A: No. The Gray List tool is only available with the AES-IntelliNet 2.0 Subscriber platform (7707, 7177, 7007, 7704-DMS).

Q: If my AES mesh network consists primarily of Legacy Subscribers, will adding IntelliNet 2.0 Subscribers with the Gray List feature help reduce network congestion?

A: Yes. IntelliNet 2.0 Subscribers running software version X.2.15 or later can help reduce congestion and improve overall mesh network performance, even in networks consisting primarily of Legacy Subscribers. However, if the network already experiences few Acknowledgement (ACK) Delays, the potential improvement may be limited.

Q: What software version is required to use the Gray List feature?

A: The Gray List feature is automatically enabled with the following software versions, released in September 2026, or later:

- 7007 Burglary Subscriber: 6.2.15
- 7707 Fire Subscriber: 7.2.15
- 7177 Hybrid Subscriber: 8.2.15
- 7704-DMS: 11.2.15

Software updates are available for download on the respective product pages at aes-corp.com.



7007 2.0 Burg. **7177 2.0 Hybrid** **7707 2.0 Fire** **7704-DMS**

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