



Interactive Intelligence, Inc. Server Hardware Validation Testing Results

General Information:

Tester: Scott Brewer

Testing start date: 05/25/2005

Testing end date: 10/20/2005

Server Information:

Server Manufacturer: Alliance Systems www.alliancesystems.com

Server Model: I-4000XR2

Serial Number: C74300512B00250

Server Configuration: Dual Intel Xeon 3.0GHz, 2048MB of DDR SDRAM, dual Broadcom Gigabit NICs, four hot-swap cooling fans and two rear chassis fans, three redundant hot-swap 760W N+1 PSUs, LSI Logic MegaRAID 320-2E RAID controller with 128MB Ram, Raid1 with 2 x Seagate 73G U320 drives & RAID0 with 2 x Seagate 73G U320 drives. ATI Rage XL PCI Video with 8MB SDRAM. six PCI slots available for telephony boards.

Platforms Tested:

- Aculab + AudioCodes
- Dialogic
- Dialogic + AudioCodes

Aculab + AudioCodes Testing Results

Software Configuration: Windows Server 2003, CIC 2.3GA+SRA, Aculab 5.11.2

Board Configuration: PCI slots 1-5 Aculab Prosody v1.5, PCI slot 6 AudioCodes IPM260A (240-ports)

General Observations: Sturdy, clean design with easy to access chassis. Has eight hot-swap 1" drive bays and three 760W power supplies for a redundant N+1 configuration. The server offers six PCI-X 3.3v slots and one PCI-express x8 interface for use with the included LSI logic 320-2E MegaRAID controller.

Testing Information:

Call volume tested: 3.66 calls/second, 220 calls/minute

Number of agents: 72 ACD agents, 240 agents total via SIP(AudioCodes)

Number of trunks: 20 ISDN NI2 (loop-back)

+5VDC value at idle: +4.89VDC

+5VDC value under full load: +4.87VDC

Ambient lab temperature: 74.5° F

Maximum internal chassis temperature observed: 98.2° F

Average CPU Utilization with Default tracing: 11.33%

Average CPU Utilization with Field¹ tracing: 20.10%

Dialogic

Software Configuration: Windows Server 2003, CIC 2.3GA+SRA, Dialogic SR5.1.1+SU63

Board Configuration: PCI slots 1-4 Dialogic D/480JCT-2T1, PCI slot 5 Dialogic HDSI/1200 PCI, PCI slot 6 Dialogic DM/V2400A-PCI

General Observations: Sturdy, clean design with easy to access chassis. Has eight hot-swap 1" drive bays and three 760W power supplies for a redundant N+1 configuration. The server offers six PCI-X 3.3v slots and one PCI-express x8 interface for use with the included LSI logic 320-2E MegaRAID controller.

Testing Information:

Call volume tested: 1.5 calls/second, 90 calls/minute

Number of agents: 72 ACD agents

Number of trunks: 8 ISDN NI2 (loop-back)

+5VDC value at idle: +4.99VDC

+5VDC value under full load: +4.98VDC

Ambient lab temperature: 72.1 °F Maximum internal chassis temperature observed: 97.1 °F

Average CPU Utilization with Default tracing: 17.6%

Average CPU Utilization with Field¹ tracing: 20.7%

Dialogic + AudioCodes Testing Results

Software Configuration: Windows Server 2003, CIC 2.3GA+SRA, Dialogic SR5.1.1+SU63

Board Configuration: PCI slots 1 & 2 Dialogic D/480JCT-2T1, PCI slot 2 & 3 Dialogic DM/V960A-4T1 PCI, PCI slot 5 Dialogic DM/V2400A-PCI, PCI slot 6 AudioCodes IPM260A (240-ports)

General Observations: Sturdy, clean design with easy to access chassis. Has eight hot-swap 1" drive bays and three 760W power supplies for a redundant N+1 configuration. The server offers six PCI-X 3.3v slots and one PCI-express x8 interface for use with the included LSI logic 320-2E MegaRAID controller.

Testing Information:

Call volume tested: 2.25 calls/second, 135 calls/minute

Number of agents: 240 agents via SIP(AudioCodes), 45 ACD agents

Number of trunks: 12 ISDN NI2 (loop-back)

+5VDC value at idle: +4.99VDC +5VDC value under full load: +4.987VDC

Ambient lab temperature: 74.6° F Maximum internal chassis temperature observed: 96.1° F

Average CPU Utilization with Default tracing: 9.14%

Average CPU Utilization with Field¹ tracing: 14.67%

Conclusions:

This is an excellent small to mid scale system that has plenty of CPU and disk throughput for it's intended role. CPUs were not overly taxed by our test and higher density testing (e.g. 220 agents w/ full records) was possible. Cooling capability was excellent and the high-bandwidth PCI-express RAID controller allows us to use all six of the PCI-X slots for telephony hardware.

1- Field tracing is an increase of key Topic values under the IP, Notifier and TsServer subsystems in the Trace Configuration utility. These specific Topic values are increased to the highest Notes-level value of 80. This provides a much higher load on the storage subsystem to allow proper evaluation of hard drive and hard drive controller performance.