



## Interactive Intelligence, Inc. Server Hardware Validation Testing Results

### General Information:

Tester: Scott Brewer

Testing start date: 06/24/2005

Testing end date: 11/03/2005

### Server Information:

Server Manufacturer: Alliance Systems

Server Model: I-6000R2

Serial Number: E040405-72

Server Configuration: Dual 3.2GHz. Xeon processors, 2048 DDR2 buffered (registered) ECC SDRAM, LSI Logic MegaRAID 320-2E PCI-express x8 adapter w/128MB RAM, single RAID10 array (OS/Application/Records/Logging), six 73GB Seagate Cheetah 10K.7 ST373207LC Ultra320 10K rpm SCSI drives, three 140CFM cooling fans, dual Intel Pro/1000 MT Gigabit NICs, ATI RAGE Mobility-M1 UXGA video adapter w/8MB RAM, four 350W PSUs (N+1)1050W total, 16 PCI-X slots available for telephony boards.

### Platforms Tested:

- Aculab
- Aculab + AudioCodes
- Dialogic + AudioCodes

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## ***Aculab Testing Results***

Software Configuration: Windows Server 2003 + SP2, CIC 3.0GA + SU4, Aculab 1.10.1

Board Configuration: PCI slots 2-11 Aculab Prosody v1.5, PCI slots 11-14 Aculab T1/E1 Trunk-only boards

General Observations: Sturdy, clean design with easy to access chassis. Has six hot-swap 1" drive bays and four 350W power supplies for a redundant 1050W N+1 configuration. The server offers sixteen PCI-X 3.3v slots, one PCI-express x8 slot(x4 transport) and one PCI-express x16 slot(x8 transport) for use with the included LSI logic 320-2E MegaRAID controller.

### Testing Information:

Call volume tested: 4 calls/second, 240/minute

Number of agents: 80 ACD agents

Number of trunks: 40 ISDN NI2 (loop-back)

+5VDC value at idle: +5.027VDC

+5VDC value under full load: +5.024VDC

Ambient lab temperature: 75.9° F      Maximum internal chassis temperature observed: 103.6° F

Average CPU Utilization with Default tracing: 55.68%

Average CPU Utilization with Field<sup>1</sup> tracing: 73.87%

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## ***Aculab + AudioCodes Testing Results***

Software Configuration: Windows Server 2003 + SP2, CIC 3.0GA + SU4, Aculab 1.10.1

Board Configuration: PCI slots 2-11 Aculab Prosody v1.5, PCI slot 12 & 13 Aculab T1/E1 Trunk-only boards & Slot 15 AudioCodes IPM260 (240-port) board

General Observations: Sturdy, clean design with easy to access chassis. Has six hot-swap 1" drive bays and four 350W power supplies for a redundant 1050W N+1 configuration. The server offers sixteen PCI-X 3.3v slots, one PCI-express x8 slot(x4 transport) and one PCI-express x16 slot(x8 transport) for use with the included LSI logic 320-2E MegaRAID controller.

### **Testing Information:**

Call volume tested: 4 calls/second, 240/minute

Number of agents: 80 ACD agents

Number of trunks: 40 ISDN NI2 (loop-back)

+5VDC value at idle: +5.027VDC    +5VDC value under full load: +5.024VDC

Ambient lab temperature: 75.9° F    Maximum internal chassis temperature observed: 103.6° F

Average CPU Utilization with Default tracing: 58.39%

Average CPU Utilization with Field<sup>1</sup> tracing: 72.49%

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## ***Dialogic + AudioCodes Testing Results***

Software Configuration: Windows Server 2003 + SP1, CIC 2.3GA + SRA, Dialogic SR5.1.1+SU63

Board Configuration: PCI slots 1-4 Dialogic D/480JCT-2T1, PCI slots 5-8 Dialogic DM/V960A-4T1 PCI, PCI slot 9 Dialogic HDSI/1200 PCI, PCI slot 10 Dialogic DM/V2400A-PCI & PCI slot 12 AudioCodes IPM260A (240-ports)

General Observations: Sturdy, clean design with easy to access chassis. Has six hot-swap 1" drive bays and four 350W power supplies for a redundant 1050W N+1 configuration. The server offers sixteen PCI-X 3.3v slots, one PCI-express x8 slot(x4 transport) and one PCI-express x16 slot(x8 transport) for use with the included LSI logic 320-2E MegaRAID controller.

### **Testing Information:**

Call volume tested: 4.5calls/second, 270calls/minute

Number of agents: 150 ACD agents

Number of trunks: 24 ISDN NI2 (loop-back)

+5VDC value at idle: +5.041VDC                      +5VDC value under full load: +5.039VDC

Ambient lab temperature: 70.9° F      Maximum internal chassis temperature observed: 102.3° F

Average CPU Utilization with Default tracing: 22.11%

Average CPU Utilization with Field<sup>1</sup> tracing: 29.211%

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**Conclusions:**

This is an excellent mid to large scale system that has plenty of CPU and disk throughput for its intended role. CPUs were not overly taxed by our test and higher density testing was possible. Cooling capability was excellent and the high-bandwidth PCI-express RAID controller allows us to push the disk I/O with higher agents counts doing full recording. This server is capable in every area, cooling, power and performance

**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.