



Interactive Intelligence, Inc. Server Hardware Validation Testing Results

General Information:

Tester: Scott Brewer

Testing start date: 5/27/2005

Testing end date: 6/6/2005

Server Information:

Server Manufacturer: Hewlett-Packard www.hp.com

Server Model: Proliant DL580G3

Serial Number: USE519A78D

Server Configuration: Quad Xeon MP 3.16GHz processors, 2048MB PC2-3200R 400MHz DDR2, HP Smart Array 6402 w/128MB RAM, RAID1(OS, Application & Recordings)+ RAID0(logging), four HP model BD07288277, 72.8GB Wide Ultra320 10K SCSI drives, Six (120mm/220cfm) redundant hot-swap fans, dual Broadcom NC7782 Dual Port PCI-X Gigabit NICs, ATI Rage XL PCI (B41) display adapter w/8MB RAM, dual 910 Watt PSUs (N+N), 1820W total, six PCI slots available for telephony boards.

Platforms Tested:

Aculab + AudioCodes

Aculab + AudioCodes Testing Results

Software Configuration: Windows Server 2003, CIC 2.3.1GA+SRA, Aculab 5.11.2

Board Configuration: PCI slot 2-6 Aculab Prosody v1.5 boards, PCI slot 7 AudioCodes IPM260A (240-port)

General Observations: Very sturdy server design with huge amounts of processing power. With the seven available PCI-X slots and eight logical processors via hyper-threading, this server has no problem handling the load of the 20 ISDN trunk lines. This server has a clean, purposeful appearance.

Testing Information:

Call volume tested: 4 calls/second, 230 calls/minute

Number of agents: 240 agents, 76 ACD agents

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

+5VDC value at idle: +5.08VDC

+5VDC value under full load: +5.06VDC

Ambient lab temperature: 71 °F

Maximum internal chassis temperature observed: 104.1 °F

Average CPU Utilization with Default tracing: 10.625%

Average CPU Utilization with Field¹ tracing: 16.215%

Conclusions:

This server will make an excellent choice for a mid-sized contact center with plans to grow. The processors were virtually idling during the certification testing and these were on the lower-half of the performance scale for processors offered by HP. The hot-swap bay was easily accessible and the Smart Array controller made configuration of the RAID1 and RAID0 arrays a simple task. This system also offered dual gigabit NICs that freed up a PCI-slot when compared to the previous generation.

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.