



Interactive Intelligence, Inc. Server Hardware Validation Testing Results

General Information:

Tester: Testing start date: 01/30/2006
Testing end date: 02/27/2006

Server Information:

Server Manufacturer: IBM www.ibm.com

Server Model: E-Server X236, 8841-E2U

Serial Number: KQFAM5Y

Server Configuration: Dual Xeon 3.2GHz processors, 2048MB DDR2 400 RDIMM memory, Adaptec HostRAID (AIC7902B), RAID1 (OS/APP/Recordings) + RAID0 (Trace Logging), four IBM-ESXS-ST373207LC 73GB U320 SCSI drives, dual Broadcom NetXtreme Gigabit NICs, ATI Radeon 7000M (0x5159) display adapter w/16MB RAM, dual 670W PSUs (1+1) 1340W total, four PCI slots available for telephony hardware.

Platforms Tested:

Dialogic + AudioCodes

Dialogic + AudioCodes Testing Results

Software Configuration: Windows Server 2003+SP1, CIC 2.3.1GA+SRA+FP1, Dialogic SR6 SU70

Board Configuration: PCI Slot1 AudioCodes IPM260A (240-port), PCI slot 4 Dialogic DM/V3600BP, Dialogic DM/V1200BTEP, PCI slot 6 Dialogic DM/V960A-4T1

General Observations: A well-designed, sturdy chassis allowing good access to the PCI slots. The ZCR slot and associated retention bracket sit very close to PCI slot 1 and obstructs the full-width PCI card space. Because of this intrusion, this server is limited to a half-width PCI card in PCI slot 1. For that reason, an AudioCodes 240-port card was used as the station interface for this test. The daughtercard on this style of AudioCodes board allowed it to be inserted without a risk of short-circuiting on the ZCR bracket.

Testing Information:

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

Number of agents: 240 agents, 30 ACD agents

Number of trunks: 8 NI2 trunks (Loopback)

+5VDC value at idle: +4.896VDC +5VDC value under full load: +4.896VDC

Ambient lab temperature: 78.2° F Maximum internal chassis temperature observed: 98.5° F

Average CPU Utilization with Default tracing: 6.001%

Average CPU Utilization with Field¹ tracing: 11.321%

Conclusions:

This server was actually underutilized during this test and could have been configured with 1GB of RAM and a single Xeon processor. However, the dynamic headroom inherent to this configuration will insure the server is never overly taxed by large tracing overhead or log compression loading. This is an excellent small-scale system that has plenty of CPU and disk throughput for its intended role.

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.