



## Trace

Santiago Garcia - 2025-03-06 - Troubleshooting

# Trace

Trace is a lightweight extension of our [Homer SIP capture](#), a diagnostic tool used to both record and debug SIP and RTCP Media messages exchanged between endpoints on our network.

While the Trace tool does not contain the detail of the Homer Application, it is a useful application for engineers to identify basic [INVITE](#) request.

### How use Trace

1. Select Tools > Trace.
2. Select Preferences

The screenshot shows the Trace tool interface. At the top, there is a search bar labeled "Filter" with the placeholder text "Search for 'from' or 'to' number". To the right of the search bar is a "Show registration" toggle switch. Below the search bar are buttons for "Last calls" with options: "LAST 30 MINS", "LAST HOUR", "LAST 3 HOURS", "LAST 6 HOURS", and "RANGE". A "SEARCH" button is located on the right side of the interface.

| DATE                 | METHOD | FROM                       | STATUS | SOURCE PORT | DESTINATION IP | DESTINATION PORT |
|----------------------|--------|----------------------------|--------|-------------|----------------|------------------|
| 15 Nov 2023 21:20:21 | CANCEL | 14243917917@192.168.222.85 | 14     | 22.85       | 192.168.222.71 | 5060             |
| 15 Nov 2023 21:20:21 | 200    | 14243917917@192.168.222.85 | 14     | 22.71       | 192.168.222.85 | 5060             |
| 15 Nov 2023 21:20:21 | 487    | 14243917917@192.168.222.85 | 14     | 22.71       | 192.168.222.85 | 5060             |
| 15 Nov 2023 21:20:21 | ACK    | 14243917917@192.168.222.85 | 14     | 22.85       | 192.168.222.71 | 5060             |
| 15 Nov 2023 21:20:14 | INVITE | 14243917917@192.168.222.85 | 14     | 22.85       | 192.168.222.71 | 5060             |
| 15 Nov 2023 21:20:14 | 100    | 14243917917@192.168.222.85 | 14     | 22.71       | 192.168.222.85 | 5060             |
| 15 Nov 2023 21:20:14 | INVITE | 14243917917@192.168.222.85 | 14     | 2.50        | 27.111.12.177  | 5060             |

The detailed view of the INVITE message shows the following headers:

```
INVITE sip:13106341786@192.168.222.71:5060 SIP/2.0
Via: SIP/2.0/UDP 192.168.222.85:5060;branch=z9hG4bK590a8332
Max-Forwards: 69
From: "WIRELESS CALLER" sip:14243917917@192.168.222.85;tag=as70b7eb14
To: sip:13106341786@192.168.222.71:5060
Contact: sip:14243917917@192.168.222.85:5060
Call-ID: 0944418a2cf9d80413242da2407041c@192.168.222.85:5060
CSeq: 102 INVITE
User-Agent: 2talk PBX
Date: Thu, 16 Nov 2023 05:20:14 GMT
```

### Trace Registration

To both receive and make phone calls the handset will normally be **registered** to our network. This useful Registration test tool verifies the last four hours of **registration** attempts, including any failures. The test also identifies the UserAgent, which is helpful in diagnosing a failure to a particular phone.

Device Provisioning **Trace** Call Check Reception Console Porting Teams Heartbeat SMS

Filter  Show registration

Last calls **LAST 30 MINS** LAST HOUR LAST 3 HOURS LAST 6 HOURS RANGE

| DATE                         | METHOD | FROM | TO | AGENT | SOURCE IP | SOURCE PORT | DESTINATION IP | DESTINATION PORT |
|------------------------------|--------|------|----|-------|-----------|-------------|----------------|------------------|
| You have no call registered. |        |      |    |       |           |             |                |                  |