



Trace

Santiago Garcia - 2025-08-06 - 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 'Filter' section with a search bar labeled 'Search for "from" or "to" number' and a 'Show registration' toggle. Below this is a 'Last calls' section with buttons for 'LAST 30 MINS', 'LAST HOUR', 'LAST 3 HOURS', 'LAST 6 HOURS', and 'RANGE'. A 'SEARCH' button is on the right. The main table displays SIP messages with columns: DATE, METHOD, FROM, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. A modal window is open over the 'INVITE' row, showing detailed message headers and body.

DATE	METHOD	FROM	SOURCE PORT	DESTINATION IP	DESTINATION PORT
15 Nov 2023 21:20:21	CANCEL	14	222.85	192.168.222.71	5060
15 Nov 2023 21:20:21	200	14	222.71	192.168.222.85	5060
15 Nov 2023 21:20:21	487	14	222.71	192.168.222.85	5060
15 Nov 2023 21:20:21	ACK	14	222.85	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	14	222.85	192.168.222.71	5060
15 Nov 2023 21:20:14	100	14	222.71	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	14	2.50	27.111.12.177	5060

16/11/23 05:20:14 - INVITE

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: 0944418a2cf9d80413242da240f7041c@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

Search for "from" or "to" number

Show registration 

Last calls

LAST 30 MINS

LAST HOUR

LAST 3 HOURS

LAST 6 HOURS

RANGE

SEARCH

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