Trace

Santiago Garcia - 2025-06-23 - 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

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.