



Trace

Santiago Garcia - 2026-02-18 - [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 a user interface for a SIP trace tool. At the top, there is a 'Filter' input field with a placeholder 'Search for "from" or "to" number' and a 'Show registration' checkbox. Below the filter is a row of buttons for time ranges: 'LAST 30 MINS' (which is selected and highlighted in blue), 'LAST HOUR', 'LAST 3 HOURS', 'LAST 6 HOURS', and 'RANGE'. To the right of these buttons is a 'SEARCH' button. The main area displays a table of SIP message logs. The columns are: DATE, METHOD, FROM, TO, and a large text area for the SIP message content. The last message in the list is highlighted with a light gray background. The table also includes columns for SOURCE PORT, DESTINATION IP, and DESTINATION PORT. The log entries are as follows:

DATE	METHOD	FROM	TO	SOURCE PORT	DESTINATION IP	DESTINATION PORT	
15 Nov 2023 21:20:21	CANCEL	14	INVITE sip:13106341786@192.168.222.71:5060 SIP/2.0	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:21	200	14	Via: SIP/2.0/UDP 192.168.222.85:5060;branch=z9hG4bK590a8332	222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	487	14	Max-Forwards: 69	222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	ACK	14	From: "WIRELESS CALLER" sip:14243917917@192.168.222.85;tag=as70b7eb14	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	14	To: sip:13106341786@192.168.222.71:5060	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	100	14	Contact: sip:14243917917@192.168.222.85:5060	222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	14	Call-ID: 0944418a2cf9db0413242da240f7041c@192.168.222.85:5060	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14			CSeq: 102 INVITE	222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:14			User-Agent: 2talk PBX	222.85	5060	27.111.12.177	5060
15 Nov 2023 21:20:14			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
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You have no call registered.