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Trace

Santiago Garcia - 2025-09-01 - [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

Filter

Search for "from" or "to" number

Show registration

LAST 30 MINS

LAST HOUR

LAST 3 HOURS

LAST 6 HOURS


RANGE


SEARCH


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
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
15 Nov 2023 21:20:21	487	14	Max-Forwards: 69	222.71	5060	192.168.222.85
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
15 Nov 2023 21:20:14	INVITE	14	To: sip:13106341786@192.168.222.71:5060	222.85	5060	192.168.222.71
15 Nov 2023 21:20:14	100	14	Contact: sip:14243917917@192.168.222.85:5060	222.71	5060	192.168.222.85
15 Nov 2023 21:20:14	INVITE	14	Call-ID: 0944418a2cf9d80413242da2407041c@192.168.222.85:5060	2.50	5060	27.111.12.177
			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 MINSLAST HOURLAST 3 HOURSLAST 6 HOURS RANGE

SEARCH

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