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# Trace

Mike Johnstone - 2026-01-03 - [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 details of the Homer Application, it is a useful application for engineers to identify basic [INVITE](#) requests.

## How use Trace

1. Log into your account
2. Select Tools > Trace.
3. Select Preferences

The screenshot shows the Trace tool interface. At the top, there is a navigation bar with tabs: Profile, Plan, Billing, Switchboard, e911, Tools, and Users. Below this, there are icons for Device Provisioning, Trace, Call Check, Reception Console, Porting, and Teams. The Trace icon is highlighted with a 'Trace' label. Below the navigation bar, there is a search bar with the placeholder text 'Search for "from" or "to" number' and a 'Show registration' toggle. Below the search bar, there are buttons for 'Last calls' and a time range selector (LAST 30 MINS, LAST HOUR, LAST 3 HOURS, LAST 6 HOURS, RANGE). A 'SEARCH' button is also present. The main table displays a list of calls with columns: DATE, METHOD, FROM, TO, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. A detailed view of an INVITE message is shown in a pop-up window, displaying the message body and headers.

DATE	METHOD	FROM	TO	SOURCE PORT	DESTINATION IP	DESTINATION PORT
15 Nov 2023 21:20:21	CANCEL	14243917917@192.168.222.71	192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:21	200	192.168.222.85	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	487	192.168.222.85	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	ACK	192.168.222.85	192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	192.168.222.85	192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	100	192.168.222.85	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	192.168.222.85	27.111.12.177	5060	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: Ztalk 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.								