



Trace

Mike Johnstone - 2025-04-20 - Troubleshooting

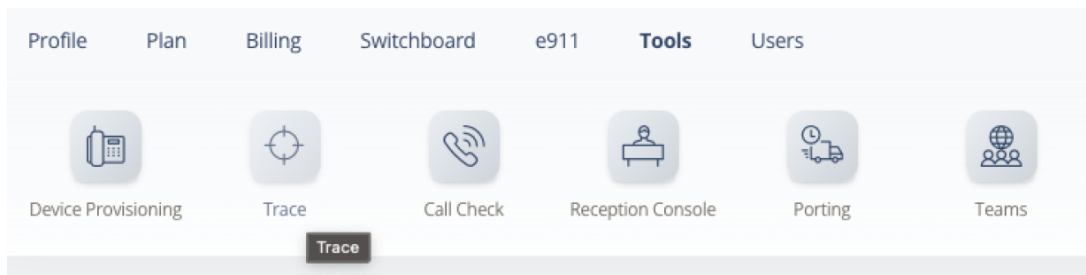
Trace

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



Filter: Show registration

Last calls: **LAST 30 MINS** | LAST HOUR | LAST 3 HOURS | LAST 6 HOURS | RANGE

SEARCH

DATE	METHOD	FR	TO	SOURCE PORT	DESTINATION IP	DESTINATION PORT
15 Nov 2023 21:20:21	CANCEL	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:21	200	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	487	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	ACK	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	100	14243917917@192.168.222.71	13106341786@192.168.222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	14243917917@192.168.222.71	13106341786@192.168.222.71	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: 0944418a2cf9d80413242da2407041c@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.

The screenshot shows a web interface for the 'Trace' tool. At the top, there is a navigation bar with icons for Device Provisioning, Trace (highlighted), Call Check, Reception Console, Porting, Teams, Heartbeat, and SMS. Below this is a search area with a filter input field containing the text 'Search for "from" or "to" number'. To the right of the search field is a 'Show registration' toggle switch, which is currently turned on. Below the search area are buttons for 'Last calls' with options: 'LAST 30 MINS', 'LAST HOUR', 'LAST 3 HOURS', 'LAST 6 HOURS', and 'RANGE'. A 'SEARCH' button is located on the right side of the interface. Below the search area is a table header with columns: DATE, METHOD, FROM, TO, AGENT, SOURCE IP, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. The table content is empty, and a message 'You have no call registered.' is displayed below the table.