



## Trace

Mike Johnstone - 2026-02-20 - [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

The screenshot shows the Homer application interface. At the top, there is a navigation bar with tabs: Profile, Plan, Billing, Switchboard, e911, Tools (which is highlighted in blue), and Users. Below the navigation bar, there is a row of icons with labels: Device Provisioning, Trace, Call Check, Reception Console, Porting, and Teams. The 'Trace' icon is highlighted with a dark gray box. Under the 'Trace' icon, there is a sub-menu with a 'Trace' button. Below this, there is a 'Filter' section with a search bar containing 'Search for "from" or "to" number', a 'Show registration' checkbox, and a 'LAST 30 MINS' button (which is highlighted in dark gray). There are also 'LAST HOUR', 'LAST 3 HOURS', 'LAST 6 HOURS', and 'RANGE' buttons. At the bottom of the Trace interface, there is a table with columns: DATE, METHOD, FROM, TO, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. The table contains several rows of call logs. One specific row is highlighted with a light gray background, showing the following details:

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=z9hG4bK390a8332	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 21:20:21	INVITE	14	To: sip:13106341786@192.168.222.71:5060	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	14	Contact: sip:14243917917@192.168.222.85:5060	222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	14	Call-ID: 0944418a2c79d80413242da240f7041c@192.168.222.85:5060	222.71	5060	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	14	CSeq: 102 INVITE	222.71	5060	27.111.12.177	5060
15 Nov 2023 21:20:14	INVITE	14	User-Agent: Ztalk PBX	222.71	5060	27.111.12.177	5060
15 Nov 2023 21:20:14	INVITE	14	Date: Thu, 16 Nov 2023 05:20:14 GMT	222.71	5060	27.111.12.177	5060

### 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.								