



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 right of this section is a 'SEARCH' button. Below the filter section is a table of call logs. The table has columns: DATE, METHOD, FROM, TO, and several columns for network details: SOURCE PORT, DESTINATION IP, and DESTINATION PORT. One specific call log entry is highlighted with a light gray box. This entry shows a 'CANCEL' method on 15 Nov 2023 at 21:20:21, originating from 'sip:13106341786@192.168.222.71:5060 SIP/2.0' and destined to '192.168.222.71:5060'. The 'TO' column for this entry contains the SIP URI 'sip:13106341786@192.168.222.71:5060;branch=z9hG4bK390a8332;Max-Forwards=69;From: "WIRELESS CALLER" sip:14243917917@192.168.222.85;tag=as70b7eb14'. The 'FROM' column for this entry contains '14243917917@192.168.222.85:5060;branch=z9hG4bK390a8332;Max-Forwards=69;To: sip:13106341786@192.168.222.71:5060;Contact: sip:14243917917@192.168.222.85:5060;Call-ID: 0944418a2c79d80413242da240f7041c@192.168.222.85:5060;CSeq: 102 INVITE;User-Agent: Ztalk PBX'. The 'METHOD' column for this entry contains 'INVITE'. The 'DATE' column for this entry contains '15 Nov 2023 21:20:21'. The 'SOURCE PORT' column for this entry contains '22.85'. The 'DESTINATION IP' column for this entry contains '192.168.222.71'. The 'DESTINATION PORT' column for this entry contains '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 Show registration

Last calls

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