



Trace

Mike Johnstone - 2025-04-03 - Troubleshooting

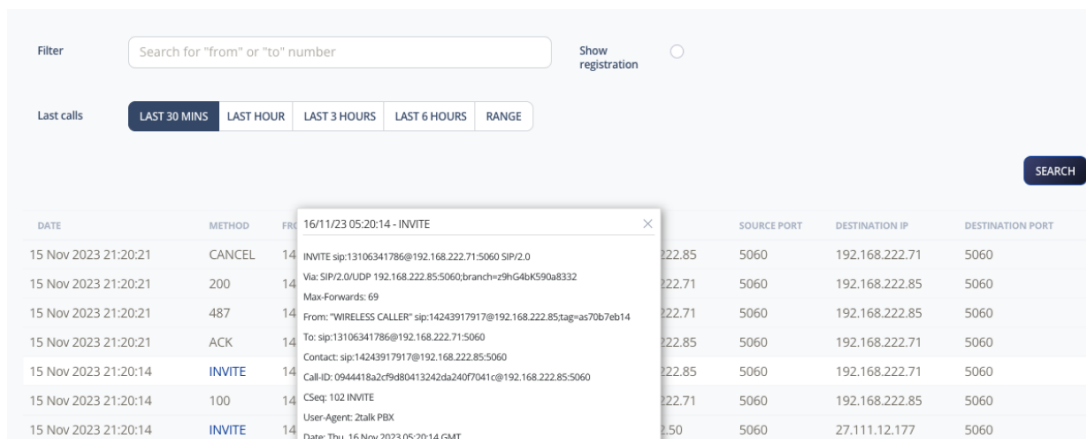
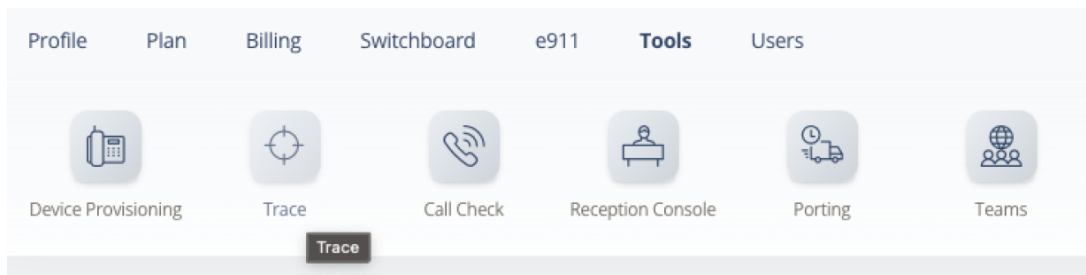
Trace

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



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 Registration tool. At the top, there is a navigation bar with eight icons and labels: Device Provisioning, Trace (highlighted in blue), Call Check, Reception Console, Porting, Teams, Heartbeat, and SMS. Below the navigation bar, there is a search filter section with a text input field labeled "Search for 'from' or 'to' number" and a "Show registration" toggle switch which is currently turned on. Underneath, there are buttons for "Last calls" with options: "LAST 30 MINS" (selected), "LAST HOUR", "LAST 3 HOURS", "LAST 6 HOURS", and "RANGE". A "SEARCH" button is located on the right side. Below the search options, there 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 in the center.

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