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Trace

Mike Johnstone - 2025-09-14 - [Troubleshooting](#)

Trace

Trace is a lightweight extension of our [Homer SIP capture](#), a diagnostic tool used to both record and debug SIP and RTP 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 is a row of icons for various tools: Device Provisioning, Trace (highlighted), Call Check, Reception Console, Porting, and Teams. Below the icons, there is a section for filtering and searching. It includes a search bar labeled "Filter" with the placeholder text "Search for 'from' or 'to' number", a "Show registration" toggle, and a "Last calls" section with buttons for "LAST 30 MINS", "LAST HOUR", "LAST 3 HOURS", "LAST 6 HOURS", and "RANGE". A "SEARCH" button is also present. Below the search section, there is a table of calls. The table has columns for DATE, METHOD, FROM, TO, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. The table shows several calls, including CANCEL, 200, 487, ACK, INVITE, and INVITE. A detailed view of an INVITE message is shown in a pop-up window, displaying the message details 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.								