



[Base de conocimiento](#) > [Troubleshooting](#) > [Trace](#)

Trace

Mike Johnstone - 2026-04-18 - [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 are navigation tabs: Profile, Plan, Billing, Switchboard, e911, Tools, and Users. Below these are icons for various tools: Device Provisioning, Trace (highlighted), Call Check, Reception Console, Porting, and Teams. Below the icons is a filter section with a search box for "from" or "to" number, a "Show registration" checkbox, and "Last calls" buttons for "LAST 30 MINS", "LAST HOUR", "LAST 3 HOURS", "LAST 6 HOURS", and "RANGE". A "SEARCH" button is also present. The main area displays a table of call logs with columns for DATE, METHOD, FROM, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. A detailed popup for an INVITE message is shown, containing fields like SIP/2.0, Via, Max-Forwards, From, To, Contact, Call-ID, CSeq, User-Agent, and Date.

DATE	METHOD	FROM	SOURCE PORT	DESTINATION IP	DESTINATION PORT
15 Nov 2023 21:20:21	CANCEL	14243917917@192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:21	200	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	487	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:21	ACK	192.168.222.71	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	INVITE	192.168.222.85	5060	192.168.222.71	5060
15 Nov 2023 21:20:14	100	192.168.222.85	5060	192.168.222.85	5060
15 Nov 2023 21:20:14	INVITE	27.111.12.177	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.

The screenshot displays a web interface for a registration test tool. At the top, there is a horizontal menu with eight icons and labels: Device Provisioning, Trace (highlighted in dark blue), Call Check, Reception Console, Porting, Teams, Heartbeat, and SMS. Below this menu is a filter section with a search input field containing the text "Search for 'from' or 'to' number". To the right of the search field is a toggle for "Show registration" which is currently checked. Underneath the search field is a "Last calls" section with five buttons: "LAST 30 MINS", "LAST HOUR", "LAST 3 HOURS", "LAST 6 HOURS", and "RANGE". A "SEARCH" button is located on the right side of the filter section. Below the filter section is a table with the following headers: DATE, METHOD, FROM, TO, AGENT, SOURCE IP, SOURCE PORT, DESTINATION IP, and DESTINATION PORT. The table is currently empty, and the text "You have no call registered." is displayed in the center of the table area.