



Trace

Mike Johnstone - 2025-07-26 - Troubleshooting

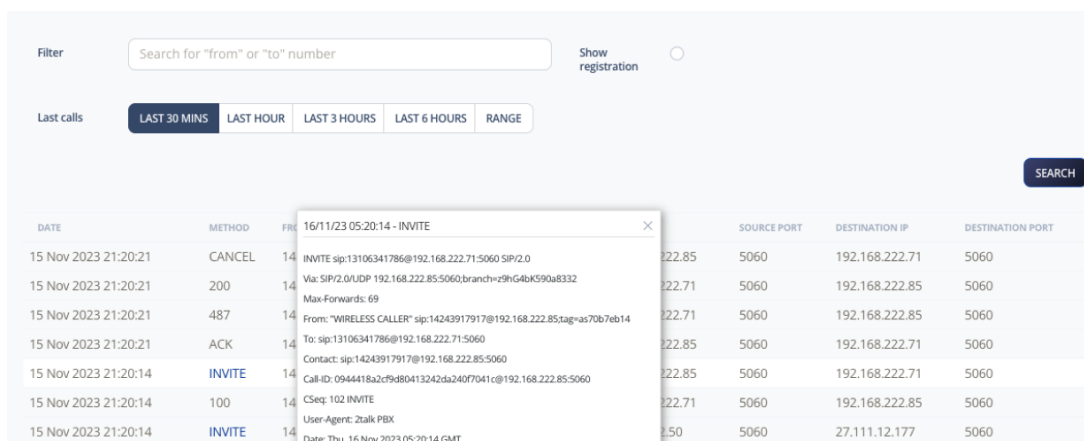
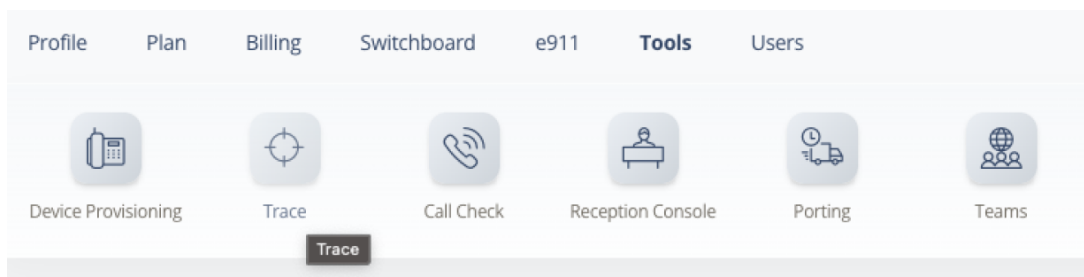
Trace

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.


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.								