# Reserve Visitor Parking or purchase departmental parking passes - "application failed due to an unknown error"

## Reserve Visitor Parking or purchase departmental parking passes - "application failed due to an unknown error"

Users attempting to reserve visitor parking or to purchase departmental parking passes may receive an error:

```
Error Report
This application has failed due to an unknown error.
Please call the Computing Help Desk at (617) 253-1101.
```

This error message usually indicates an authorizations error.
See: [archive:What authorizations are needed in order to reserve visitor parking and to purchase departmental parking passes?]