

Unified Communications Manager 7.x: No Park Numbers Available

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Introduction

This document describes how to resolve the error `No Park Numbers Available` while trying to park calls at one of the sites in a Cisco Unified Communications Manager 7.0 cluster.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager 7.x

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communications Manager 7.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

The Call Park feature allows you to place a call on hold so it can be retrieved from another phone in the Cisco Unified Communications Manager system (for example, a phone in another office or in a conference room). If you are on an active call at your phone, you can park the call to a call park extension by pressing the Park softkey or the Call Park button. Someone on another phone in your system can then dial the Call Park

extension to retrieve the call.

You can define either a single directory number or a range of directory numbers for use as Call Park extension numbers. You can park only one call at each Call Park extension number.

When you configure Call Park, consider this information documented in Cisco Bug Id CSCsI70911 (registered customers only) :

1. Call Park numbers cannot overlap between Cisco Unified CM servers. Make sure each Cisco Unified CM server has its own unique number range.
2. Call Park numbers may have an associated partition that restricts access to the Call Park numbers and prevents retrieval of parked calls. If partitions are used to restrict access to Call Park numbers, a unique Call Park number or range of Call Park extension numbers must be defined for each partition on each Cisco Unified CM in the cluster.
3. When the end user invokes Call Park, Cisco Unified CM attempts to find an available Call Park number from a Call Park partition that is currently accessible via the calling search space for the party that invoked Call Park.

These restrictions apply to Call Park:

1. Cisco Unified Communications Manager can park only one call at each Call Park extension number.
2. Make sure each Call Park directory number, partition, and range is unique within the Cisco Unified Communications Manager cluster.
3. Each Cisco Unified Communications Manager to which devices are registered needs its own unique Call Park directory number and range.

Error: No Park Numbers Available

When you try to press the park key, it says `No Park Numbers Available`.

For this error, perform these steps in order to check the configuration in CUCM:

1. Ensure that Park Number is configured for the Cisco Unified Communications Manager Node where the phone is Registered.
2. Check that the configuration Phone CSS has a partition for the Call Park range.

Calls made between internal IP phones were able to be parked, but calls made from a PSTN number were not parked. Even though the phone was registered to Cisco Unified Communications Manager and the Call Park range was also on the same node, Call Park was failing though requirements were matched.

Note: The issue is with parking calls only to one site.

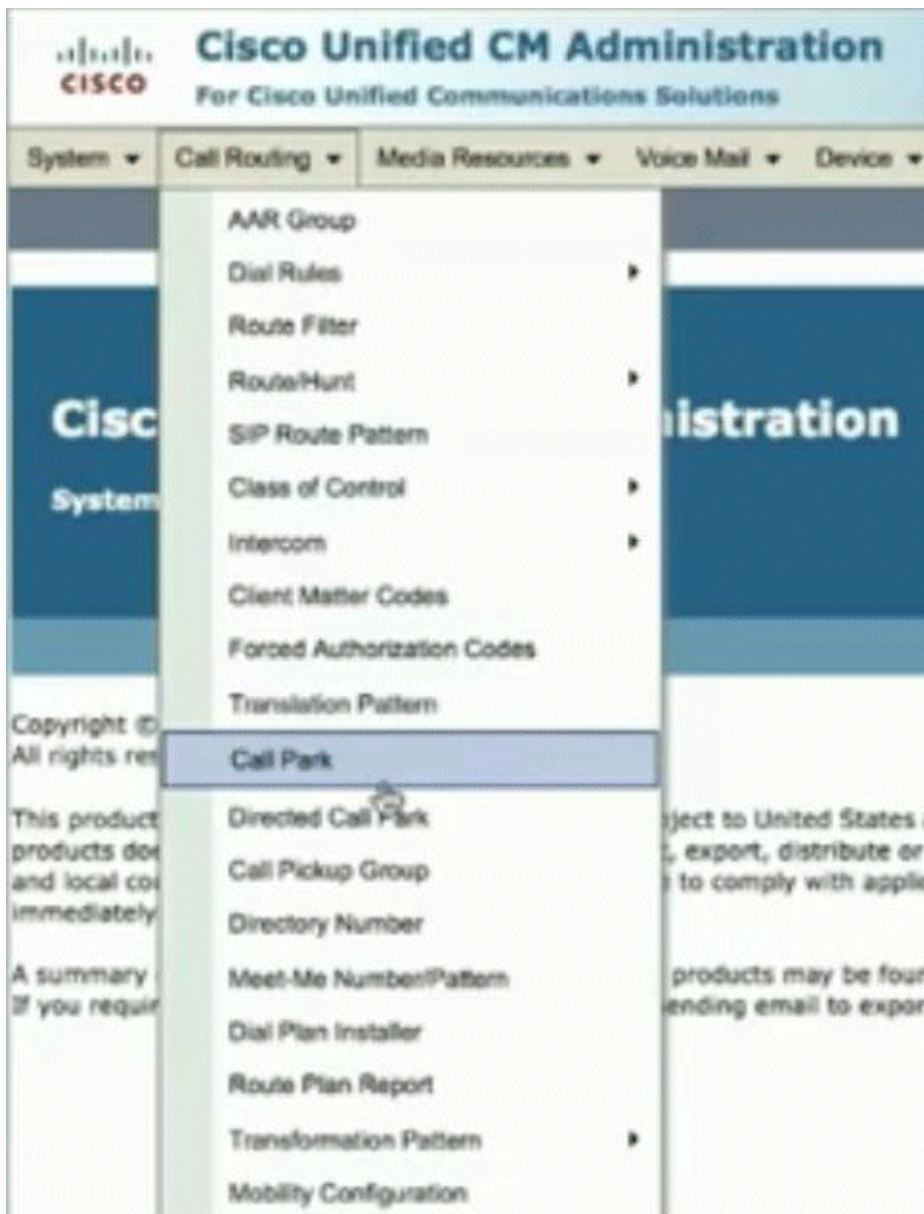
Solution

Make a test call from a PSTN number and try to park the call. Now, take traces of the call and grab a trace on the selected time range when the call is parked with the help of RTMT. Refer to Configuring Trace and Log Central in RTMT for more details.

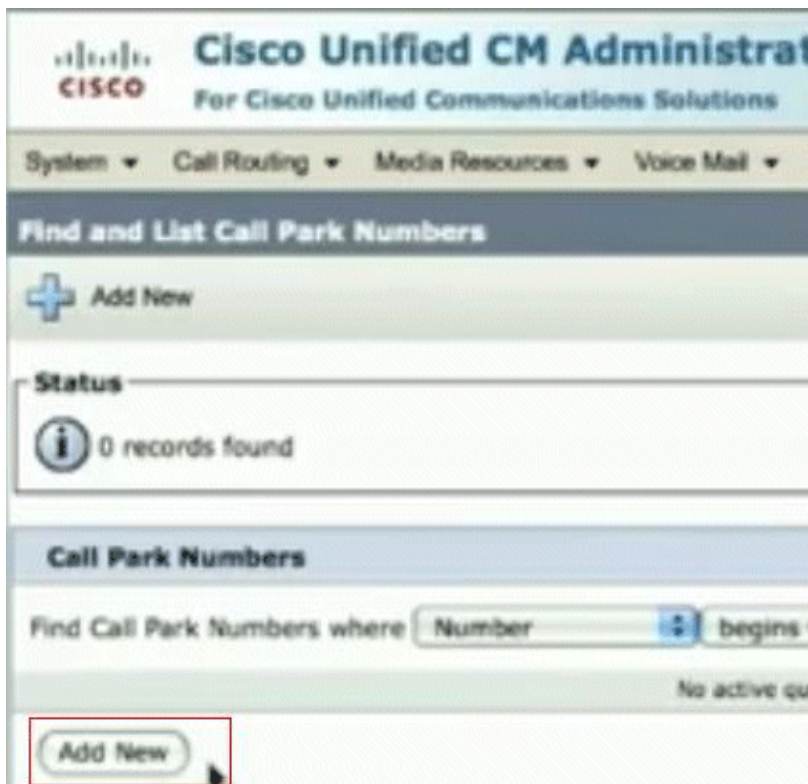
The trace log file shows that the H.323 gateway is registered to a different CUCM than the one on which you are trying to park the call. This causes the **session target ipv4** command in the dial-peer configured on the gateway to point to a different CUCM node. Hence, the call control and call parking occurs in different CUCM nodes. As a result, when you tried to park the call, you received the `No park number available` message.

Perform these steps in order to set a new Call Park range on the CUCM node to which the H.323 gateway is registered:

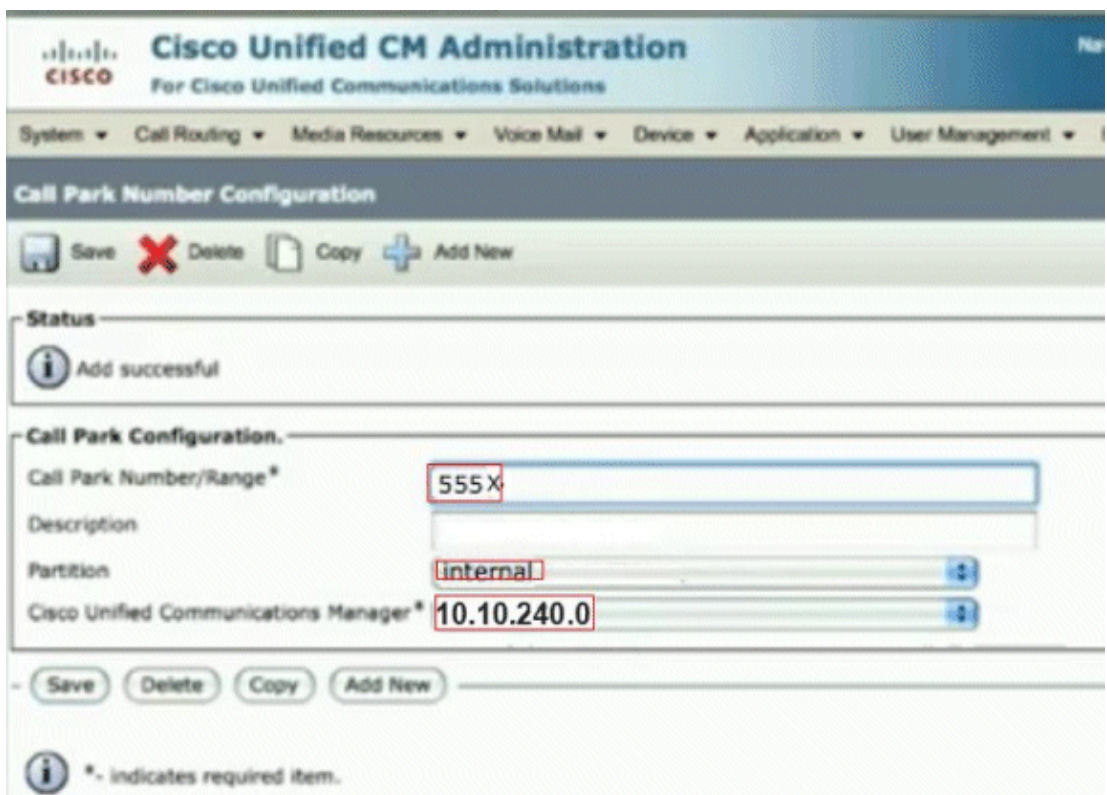
1. Create a new partition with the name **internal**.
2. Add the partition **internal** to the Calling Search Space that the phone and H.323 gateway are using.
3. From the **Cisco Unified CM Administration** page, navigate to **Call Routing** > **Call Park**.



4. Click the **Add New** button on the window displayed here:



5. A new window opens:



6. Enter the **Call Park Number/Range**. This is the new number used to pick up the parked call coming from the PSTN.
7. Choose the newly created **Partition**. In this example, it is **internal**.
8. Choose the **Cisco Unified Communications Manager** to which the H.323 gateway is registered.
9. Click **Save**.

You are now able to park the calls coming from the PSTN via the H.323 gateway.

Related Information

- **Understanding and Troubleshooting Call Routing and Dial Pattern Problems with Cisco CallManager**
 - **Unified Communication Manager: Parked Calls are Dropped**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Troubleshooting Cisco IP Telephony** [↗](#)
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