



Parallels Toolbox for Windows crashes when using Clean Drive tool

- Parallels Toolbox

Symptoms

Every time I start Windows on PC or Windows as a virtual machine, I get **System.NullReferenceException** notification from Parallels Toolbox.

Resolution

1. Click on Start menu and type **Clean Drive**, then click on the **Clean Drive** app.
2. Click on the cogwheel button and make sure that option **Remind to clean drive** is enabled.

3. Close **Clean Drive** tool.
4. Click on Start menu and type **regedit** then click on the suggested item **Registry Editor**.

If prompted by User Account Control (depends on Windows settings) click **Yes**.

5. In the appeared window locate the following key:

HKEY_CURRENT_USER\Software\Parallels\ParallelsToolbox\Tools\CommonSettings\CleanDriveShowNotifDate

6. Double-click on the **CleanDriveShowNotifDate** item and input the following value in hexadecimal:

8de47ff8a8e4000

7. Then click **OK** button and restart Toolbox.

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