"The license file could not be read (-24)" error when starting erasure with Virtual Machine Eraser

Created date	Updated date	Affects version	Fix version
20 Nov 2020	26 Apr 2022	Virtual Machine Eraser - All versions	N/A

Problem

When starting an erasure or displaying the license information with Virtual Machine Eraser, the process fails due to "The license file could not be read (-24). Please contact support." error message.

Cause

This problem is caused by an issue related to the *license.dat* license file which is delivered as part of the Virtual Machine Eraser tarball.

In order for the software to work, the *license.dat* file needs to be valid and properly accessible. The path to the license is configurable within the *config.txt* configuration file.

config.txt

```
#The path to the license file.
LicenseFile = "license.dat"
```

Resolution

To resolve the issue, make sure that:

1. The *license.dat* license file is in place and the path to the file is properly configured in the *config.txt* configuration file.
   - You can extract the tarball again in order to make sure that none of the files are corrupted.
2. There is some free space on your */tmp* directory.
   - A small amount of free space is required in order to properly execute the Virtual Machine Eraser application.