as a workaround, set up an administrator password in the greeter, then after Tails has started, open a terminal and type

```
sudo sed -i '/icedove/d' /live/persistence/TailsData_unlocked/persistence.conf
```

and enter.

**Related issues:**
- Related to Tails - Feature #12242: Adjust to Icedove → Thunderbird  
  Resolved 02/16/2017
- Blocks Tails - Feature #13234: Core work 2017Q3: Foundations Team  
  Resolved 06/29/2017

**Associated revisions**

**Revision 29f6b785 - 01/02/2018 02:24 PM - intrigeri**

Drop Claws Mail persistence setting migration (refs: #12734).

Whenever persistent Claws Mail setting is enabled, this creates an empty
`~/.icedove/` directory, that prevents Thunderbird from starting.

**Revision a4e155f6 - 01/19/2018 01:22 PM - anonym**

Merge remote-tracking branch 'origin/bugfix/12734-claws-persistence-breaks-thunderbird' into stable

Fix-committed: #12734

**History**

**#1 - 06/22/2017 07:20 AM - goupille**

a user affected by this issue reported that deleting the icedove line from `/live/persistence/TailsData_unlocked/persistence.conf` doesn't fix the issue because during Tails startup a script add the line to persistence.conf and `/live/persistence/TailsData_unlocked/icedove` is created again

**#2 - 06/27/2017 01:02 PM - Anonymous**

- Category set to Persistence

**#3 - 06/28/2017 05:03 PM - intrigeri**

- Priority changed from Normal to Low
- Target version set to Tails_3.2
- Affected tool set to Email Client

4-5 affected users reported this bug, but they've all migrated successfully now. So at the help desk / foundations team meeting today, we deemed this ticket as low-priority. FWIW I've seen another similar report on XMPP today. Please don't spend too much time on it: if the fix is trivial, or a workaround can be documented easily, do so; if it's any harder, reject.

#4 - 06/29/2017 01:21 PM - anonym
- Blocks Feature #13234: Core work 2017Q3: Foundations Team added

#5 - 06/29/2017 01:46 PM - anonym
Hypothesis: the affected users once migrated from Claws Mail. The code we still have for the Claws -> Icedove migration in live-persist creates the empty icedove folder which causes this problem.

#6 - 09/07/2017 06:27 AM - intrigeri
- Status changed from Confirmed to Rejected
- Assignee deleted (anonym)

(Given how anonym's plate for 3.2 looks like, I doubt this should be prioritized for this release. And it's not worth our time to do it later as most affected users should have bypassed this limitation already, so rejecting.)

#7 - 09/28/2017 06:56 PM - anonym
- Target version changed from Tails_3.2 to Tails_3.3

#8 - 09/28/2017 07:00 PM - anonym
- Target version changed from Tails_3.3 to Tails_3.2

#9 - 12/25/2017 02:50 PM - goupille
- Assignee set to anonym

a user reported this issue with Tails 3.3, the workaround provided solved the problem... I don't know if that worth documenting it in the known issues list though.

#10 - 01/02/2018 02:26 PM - intrigeri
- Status changed from Rejected to In Progress
- Assignee changed from anonym to intrigeri
- Target version changed from Tails_3.2 to Tails_3.5
- Feature Branch set to bugfix/12734-claws-persistence-breaks-thunderbird

intrigeri wrote:

    most affected users should have bypassed this limitation already, so rejecting.

Apparently not. It seems trivial to avoid creating more instances of this problem, let's do it.
(Disclaimer: I've not even bothered building an ISO given this change feels as non-risky as it can possibly be.)

#12 - 01/02/2018 02:29 PM - intrigeri
And FWIW we had agreed on #12242#note-12 to do this but apparently we forgot.

#13 - 01/02/2018 02:29 PM - intrigeri
- Related to Feature #12242: Adjust to Icedove → Thunderbird added

#14 - 01/19/2018 10:45 PM - anonym
- Status changed from In Progress to 11
- Assignee deleted (anonym)
- % Done changed from 50 to 100
- QA Check changed from Ready for QA to Pass

Verified that the fix works => merged.

#15 - 01/23/2018 07:50 PM - anonym
- Status changed from 11 to Resolved