

# Fix strange or unexpected behavior in Jackrabbit [Share](#)

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## Issue/Question

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My copy classes suddenly quit working and is giving me a bad encryption message.

I am also trying to drop a student, and it will not allow me to do so. It said try again or contact support. I have tried 3 times.

## Cause

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The cache needs to be cleared in the browser.

## Resolution

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1. [Clear your browser cache.](#)
2. Log out of Jackrabbit.
3. Log back in.

If the problem persists, reach out to the Support team using the  icon in your Jackrabbit system.

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