Strange or unexpected behavior in Jackrabbit

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Issue/Question

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.

Environment

Jackrabbit application

Resolution

The cache needs to be cleared in the browser. To do so:

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.