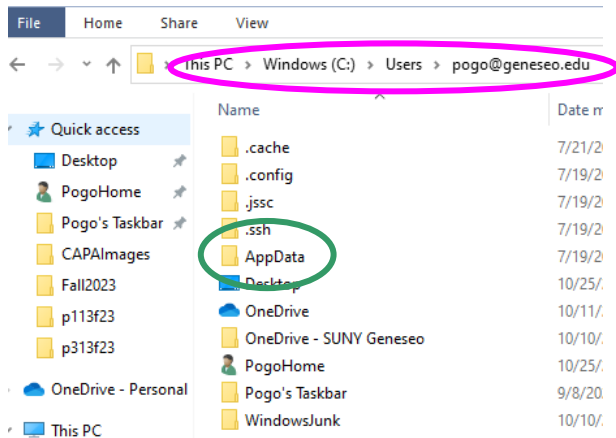
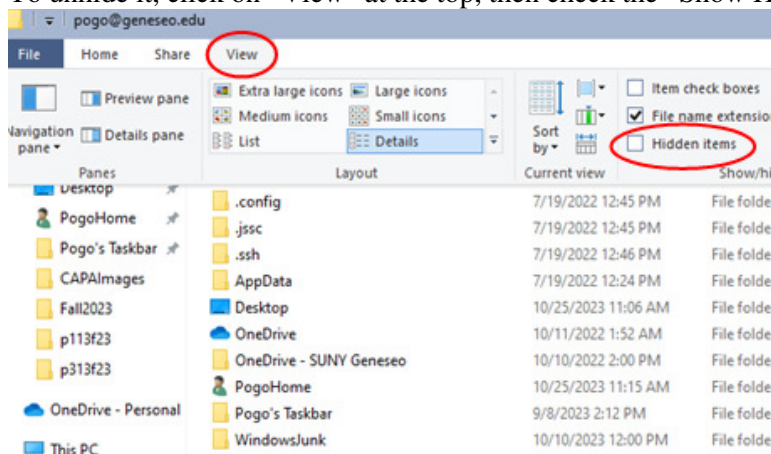


After you try to upgrade Mathematica by uninstalling then re-installing, does Mathematica incorrectly say that you can't authenticate because you're not connected to the internet? The problem may be that there are still some undeleted hidden files leftover in strange places from your earlier installation. Uninstalling doesn't remove these files...you have to do it on your own.

On your PC, go to C:/Users/you. You are looking for a folder called **AppData**. If you don't see it, it's probably "hidden".



To unhide it, click on "View" at the top, then check the "Show Hidden Items" box:



Now, go into that folder ("AppData"). Then go into "Local". Once in there, delete the two subfolders called "Mathematica" and "Wolfram".

Note: this might remove some Mathematica Customizations that you've already created...

Then go back up to the folder "AppData" again. This time, instead of going into the subfolder "Local", go into the "Roaming" subfolder. Again, you'll see two new folders called "Mathematica" and "Wolfram". And again, delete them both.

Then run Mathematica normally. The update that you already tried to install should now finish properly.

You might want to go back and uncheck the "show hidden" box, because your computer will start showing a lot of other hidden stuff, too (which can be annoying)!