

# Re: Home Premium to Ultimate – Upgrade is Disabled

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*Source:*

[http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.installation\\_setup/2008-06/msg00236.htm](http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.installation_setup/2008-06/msg00236.htm)

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- *From:* "Mark H" <[jmhonzell@xxxxxxxxxxxxxxxxxxxxx](mailto:jmhonzell@xxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 13 Jun 2008 07:54:22 -0500
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Your post doesn't really provide the information needed to help, but I'm assuming you have a system that came with Vista Home Premium pre-installed (OEM.) Your post states your screen is blank, yet you are able to navigate to folders and attempt to run programs.

If you are running this computer and able to navigate, you may simply need to update your drivers to fix the screen.

Office may not run because with the upgrade, all the internal links in the registry were corrupted. Re-install Office.

If the problem is far worse than above, then as best I can tell, you have probably lost all your prior work, but see if you can do the following: (The purpose of this is to restore your previous system and recover your data. Do not proceed if you are able to use the computer and simply need to do the above steps. If the application software [e.g. Office] was pre-installed, you will have to contact the manufacturer of your computer to re-install/activate the software.)

1. If you can, (based on your post,) go to the Windows.Old directory and find folders that contain the information you need to keep. Copy those folders to a USB or CD/DVD if possible. If you cannot do this, and you don't have a backup of the data, then the data is probably lost unless you take the drive to a professional to have it removed, installed into another system where a backup can be made.
2. Your previous system was OEM. Therefore, to "upgrade" you needed to purchase a "full" version license, not an upgrade. Attempt to return the product key to Microsoft in exchange for a "full" license. It will cost a little more. (I doubt they will do this, but it's worth a try for the \$160 you've dished out.)
3. Re-install your original version using the Recovery partition or Recovery disks (you made them, right?)
4. Restore the backup of your personal data (you've made these too, right?)
5. Assuming you re-installed your original version, but you didn't have a backup of personal data, you now look at the Window.Old data you saved in step 1 and recover what you can.
6. Your recovery partition/disks don't work?

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Okay... insert the install DVD you got for \$160, answer the initial prompts. When asked to enter a product key, do not enter anything and uncheck the Activate online box. Install the Home Premium version as a Custom Install. Once the machine has Vista re-installed, go to the computer manufacturer's website(s) and install any specific drivers needed for your specific computer.

NOTE: This process will only give you 30–60 days of use before it dies. You must do the following within that time frame:

Go to the System Properties and select the option to Change Product Key. Enter the Product Key on the tag typically located on the bottom of your computer. Attempt to activate on–line... it will fail. Keep this screen up and call the phone number presented. Wait for a representative. Tell them you had a hard drive failure and have re–installed your OEM product, but it won't activate online. They will ask for the manufacturer of your computer, then supply you with the code needed to activate. (IF they don't want to deal with you because you have OEM, which they have the right to do, then you MUST call the manufacturer to get it resolved.)

Once activated, you can install your applications and attempt to recover your data from the backup made in step 1.

7. If you've made it to here and you basically have Vista installed without a product key and the system is still not activated, your computer will only function for 30–60 days before reduced functionality kicks in. It's not pretty, but you will be able to attempt to recover your personal data from the Windows.Old file you saved in step 1 and put it separately in a safe place until you have the computer fixed.

Beyond that, you would have to violate the EULA to install the "upgrade" license. While this can be done, it is not legal based on the licenses you have purchased.

"Joanna" <Joanna@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:D33DC209-256A-4308-97AA-9CDE172C43B8@xxxxxxxxxxxxxxxxxxxx](mailto:news:D33DC209-256A-4308-97AA-9CDE172C43B8@xxxxxxxxxxxxxxxxxxxx)

What is Oem version? I both my upgrade on line from microsoft. upgraded from home premium to ultimate and nothing works!!!! you pay money to destroy everything. Microsoft HAS NO RIGHT TO DO THIS

"Carey Frisch [MVP]" wrote:

If you have an OEM version of Vista Ultimate, it can only be installed as a "clean install". Only retail versions can perform an upgrade.

—  
Carey Frisch  
Microsoft MVP  
Windows Desktop Experience –  
Windows System & Performance

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"nynaevelan" wrote:

Hello:

I've recently needed to reformat my hard drive due to a problem, when I originally received my computer it came with Home Premium which I had upgraded to Ultimate. I have reinstalled Home Premium and have all my programs reinstalled and setup as they should be. Now when I try to reinstall the Ultimate version, whether from the boot cd or from within

Home

Premium I get the message that 'upgrade is disabled'. I was led to

believe

that I could upgrade from Home Premium to Ultimate. I do not remember

if I

ran into this problem when I first purchased the Ultimate software

because it

was installed on the computer prior to any software installations. Can someone please help me get this upgrade installation to work? It took

me

over 12 hours to get all my programs reinstalled and resetup.

Marie T

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