Microsoft | Support

You cannot select the Upgrade option when you try to install Windows Vista, and you receive the following message: "Windows cannot determine if another operating system exists on your computer"

SYMPTOMS

When you try to install Windows Vista, you cannot select the **Upgrade** option. Also, receive the following error message in the **Install Windows** dialog box:

Upgrade has been disabled

- Windows cannot determine if another operating system exists on your computer. Try repairing the boot configuration, and then begin the installation again.

CAUSE

This problem occurs if the Boot.ini file contains incorrect entries. Specifically, this problem occurs if the boot path in the Boot.ini file does not have the correct location for the Windows directory.

RESOLUTION

To resolve this problem, edit the Boot.ini file to correct the entries that are not valid. For more information about how to edit the Boot.ini file, click the following article number to view the article in the Microsoft Knowledge Base:

289022 How to edit the Boot.ini file in Windows XP

MORE INFORMATION

The following is a sample of a default Boot.ini file on a computer that is running Microsoft Windows XP

Professional. The following example shows a single-partition integrated device electronics (IDE) drive that has Windows XP installed in the Windows folder:

```
[boot loader]
timeout=30
default=multi(0)disk(0)rdisk(0)partition(1)\WINDOWS
[operating systems]
multi(0)disk(0)rdisk(0)partition(1)\WINDOWS="Microsoft Windows XP Professional"
/fastdetect /NoExecute=OptIn
```

Properties

Article ID: 927295 - Last Review: 03/15/2007 21:59:04 - Revision: 2.6

Applies to
Windows Vista Enterprise

Windows Vista Enterprise 64-bit Edition

Windows Vista Ultimate

Windows Vista Ultimate 64-bit Edition

Windows Vista Business

Windows Vista Business 64-bit Edition

Windows Vista Home Premium

Windows Vista Home Premium 64-bit Edition

Windows Vista Home Basic

Windows Vista Home Basic 64-bit Edition

Keywords:
kbcode kbprb kbtshoot kbexpertisebeginner kbsetup KB927295

Support

Account support

Supported products list

Product support lifecycle

Security

Virus and security

Safety & Security Center

Download Security Essentials

Malicious Software Removal Tool

Contact Us

Report a support scam

Report abuse

Disability Answer Desk

Locate Microsoft addresses worldwide

English (United States)