If you are upgrading from version lesser than 3.8.0 to version 3.8.0 or higher, you need to uninstall manually the existing version of Crystal report engine like described below.

1. Open settings panel.
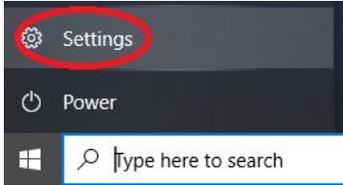
2. Select Apps.
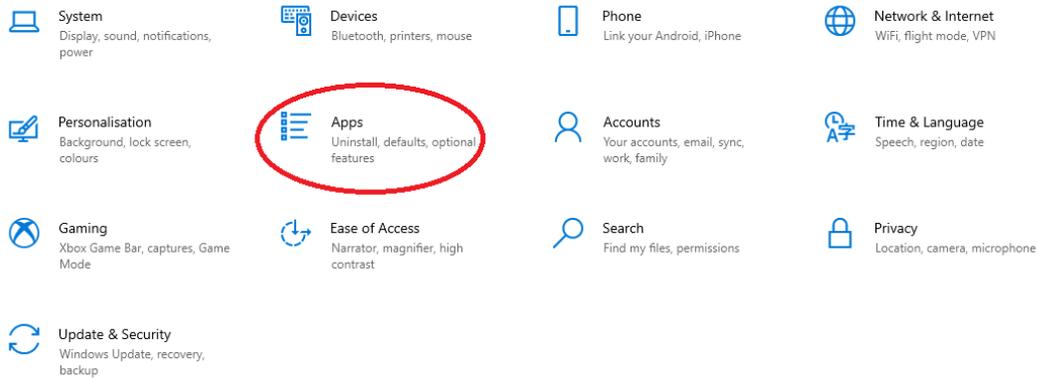
3. Find the "SAP Crystal reports, version for Microsoft Visual Studio" item and click on it.
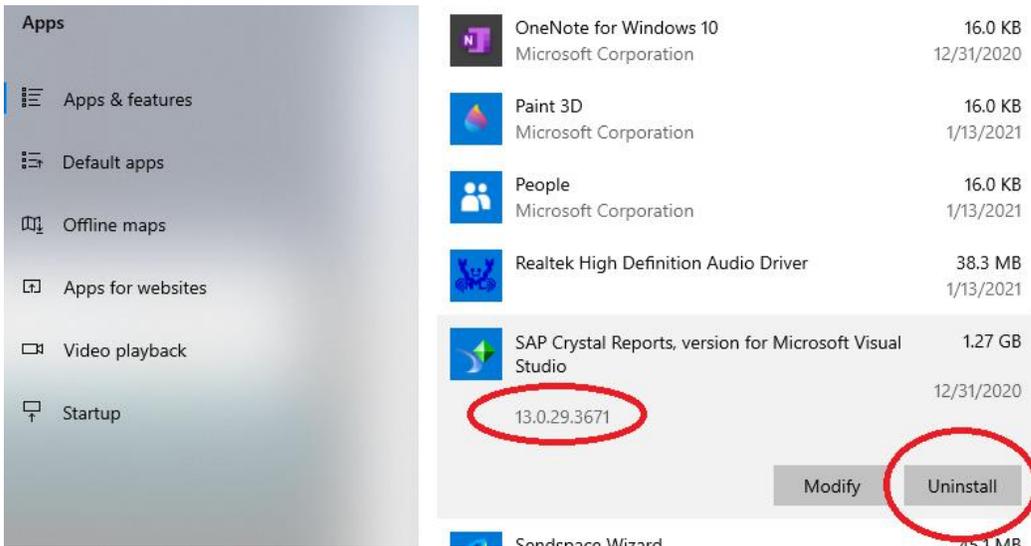
4. Check the version. If version is lower than 13.0.29.3671, click on "Uninstall" and complete the uninstall process.
5. Now you can continue with installing the software.