

How do I resolve the “Failed to load the file.” error when I import a 3D motion content?

All iClone 3D motion content in rIMotion format is compatible with Cartoon Animator 5 or above.

However, CTA5 does not support any iMotion file from older versions of iClone. Please check if your 3D motion content is stored in iMotion file format if you receive a "Failed to load the file." error message; and if not, then please convert the file to an rIMotion file format in iClone first and then import it again.

Reallusion FAQ

[https://kb.reallusion.com/Product/53109/How-do-I-resolve-the-\"Failed-to-load-the-file-error-when-I-import\"-error-when-importing-a-3D-model-into-Kinect-Recorder-2019-2020](https://kb.reallusion.com/Product/53109/How-do-I-resolve-the-\)