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

All iClone 3D motion content in rlMotion 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 rlMotion 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-impor