**#18108** - <https://redmine.vnc.biz/issues/18108>

1. **Description**:

* When User is clicking on Import/Export on shared document in video chat, and selecting html/txt file for importing and when clicking on "Import now" an Error occurs with "Import failed" message in red colour font under "Choose file" button.
* For the Reference Please find the attachment and also fill target version, estimated time,and due date as per the requirement.
* <https://redmine.vnc.biz/attachments/download/9022/Error_while_Import_TXT_file.mp4>
* <https://redmine.vnc.biz/attachments/download/9023/Error_while_Import_HTML_file.mp4>
* <https://redmine.vnc.biz/attachments/download/9024/Error_while_import.png>

1. **Analytic**
   1. **Guessed root cause**:

- The root cause may be from broken etherpad on test server. I have tested with these options:

* Chrome version 43.0.2357.125
* OS : Ubuntu 14.04
* VNCtalk v2.3.0, <https://z80ironmaiden-dev1.vnctalk.zimbra-vnc.de>
* Prosody v2.3.0: <https://prosody-dev4.vnctalk.zimbra-vnc.de>
* Etherpad-lite in branch “origin/develop” commit “9bfdc32cb406d229c50907dfe63bc5c6c8d3c788”

It work fine. Take a look at screen record:

<https://redmine.vnc.biz/attachments/download/10105/Test_import_export_txt_HTML.ogv>

* 1. **Suggested solutions**:

- Reinstall etherpad.