**ME:** Hello. It seems that the server restrictions for [https://modelcircle456213124.wpcomstaging.com/](https://modelcircle456213124.wpcomstaging.com/%22%20%5Ct%20%22https%3A//wordpress.com/plans/_blank) are preventing the demo content of my theme from getting imported. How can we fix this?

**WordPrees:** Hi there!

Just a moment while I pull up your account and take a look :)

**ME:** OK

**WordPrees:** What kind of error do you get?

**ME:** t's a very generic message: "Import failed" after a few seconds.

**WordPrees:** How are you trying to import the content?

**ME:** The theme has a One-click button

it's at [https://modelcircle456213124.wpcomstaging.com/wp-admin/themes.php?page=dondo\_option](https://modelcircle456213124.wpcomstaging.com/wp-admin/themes.php?page=dondo_option" \t "https://wordpress.com/plans/_blank) On the utility tab

**WordPrees:** I see. We usually recommend only installing demo content via a WXML File. If your theme did not include a demo WXML file or provided demo content in a different manner, the best way is to contact the theme’s support and ask if they’re able to provide a WXML file.

**ME:** So you can't increase the server recourses temporarily?

If a theme is asking to increase the servers recourses, it's usually not a good sign.

As you can see from here: [https://en.support.wordpress.com/php-environment/](https://en.support.wordpress.com/php-environment/%22%20%5Ct%20%22https%3A//wordpress.com/plans/_blank)

**ME:** OK, but can you do that for 1 hour so I can import the content?

**WordPrees:** Our server environment settings can’t be changed or modified for any individual site.

Also, what I meant is that is no needed.

**ME:** OK thank you. I'll contact the author.

**WordPrees:** Our servers have already all the necessary needs to your theme to work.

Before you do that let me run a test and see if I can figure out there are any error you can provide them.

**ME:** OK thank you. The demo I want is demo 9

Could it help if we reset the installation?

No, I think the error, it's with the importer itself. As the theme is not developed and designed by us here at WordPress.com our support is limited with this theme while their developers know these products inside and out and can give you a hand much better than we can.

Said so if they can provide you a WXMLfile, that would be much easier to import.

**ME:** OK, I'll contact them. Thank you.