March 19, 2024

**Technical Notice: FTP.morningstar.com DR Failover Test**

On April 6th, we will conduct the annual DR failover test for our FTP.morningstar.com service, confirming the readiness and effectiveness of its disaster recovery plan and ensuring Morningstar's capability to seamlessly transition to backup systems if necessary.

**On the day:**

- 8 AM CDT: We will perform failover and initial tests, which will last less than an hour. A 20-minute outage is expected during this period.
- 9 AM CDT: FTP.morningstar.com live traffic will be run from its secondary site and be available for testing.
- 2 PM CDT: We will switch back to the primary site, with a second 20-minute outage.
- Failback might be delayed if testers require additional time.

**Participation:**

We recommend participating in the test on April 6th, verifying all systems within your purview that utilize FTP.morningstar.com. This ensures comprehensive end-to-end testing, fostering confidence that any potential service interruption will be minimized in the event of an actual failover requirement.

If you would like to participate or have any questions, please contact Indexes@morningstar.com for assistance.

**Preparation:**

We have found that most failures during a failover test are the result of incomplete outbound firewall rules or connections being made directly to an IP address. Both causes, if left unaddressed, could result in a five-hour outage during this test as the primary site will be down. We will be unable to reactivate it before 2 PM. To avoid this, please:

- Validate all connections are to the FTP.morningstar.com URL only. Please never target an individual IP address.
- Validate all firewall rules or access lists are complete and detail both IP addresses shown below.

Our secondary FTP site is only accessible when live. Testing in advance is not possible.

Attempts to access the secondary site outside of this test window will result in a connection error. This is expected behavior.

**Firewall rule details:**

- SFTP:           216.228.224.25 & 216.228.237.25          Port: 22
- Active FTP:     216.228.224.25 & 216.228.237.25          Ports: 20,21
- Passive FTP     216.228.224.25 & 216.228.237.25          Ports: 21, 24200-24249
- HTTP(s)         216.228.224.25 & 216.228.237.25          Ports: 80/443
- FTPS            216.228.224.25 & 216.228.237.25          Ports: 21,990

Please contact Indexes@morningstar.com if you or your IT team have further questions or needs.

**About Morningstar Indexes**

Morningstar Indexes has been designing modern solutions for 20 years, but what makes us truly unique has been more than three decades in development. Our rich history began in 1984, when Morningstar was founded on a promise to empower investors with data and research that is independent and objective. Over time, our collection of data has expanded considerably — and so has its application. Today, Morningstar Indexes draws on unique IP to unlock an extensive range of emerging opportunities for investors of every kind, while providing a robust institutional beta platform for core investing.

**Contact Us**

MorningstarIndexesAlerts@morningstar.com is a no-reply email address. For questions concerning this notification, please contact us at Indexes@morningstar.com

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