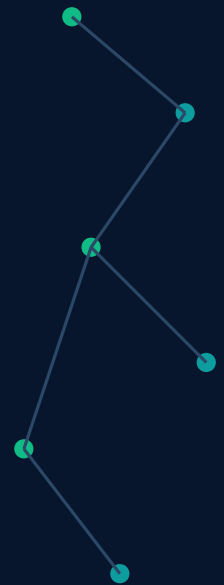


ECZ-ID Agent Passport Operations, Lifecycle and Troubleshooting Guide

Run the Agent identity safely over time: state, bindings, evidence, responsibility, re-checks, recovery and failure handling.



AGENT PASSPORT · OPERATIONS

PRIMARY READER

Administrator, platform operations, security operations, support engineer and estate owner.

SECONDARY READER

Developers, identity teams, governance/risk and technical account owners.

WHEN TO READ THIS

The Agent Passport already exists and you need to keep the identity and its published context accurate over time.

RELEASE

2026.10 · 15 October 2026

WHAT YOU WILL KNOW AFTER READING

You can perform first-line operational checks, handle supported context changes, avoid duplicate identities, re-check Resolver proof, recover access and escalate safely.

WHAT THIS DOCUMENT DOES NOT ESTABLISH

This guide does not imply every lifecycle control is available to every account/role; the live Dashboard and Resolver remain authoritative for supported actions/state.

NEXT

Use the Technical Reference when you need the integration semantics behind the operational record.

OPERATING MODEL

Treat the Passport as a living proof record

The Agent ECZ-ID should remain stable while the surrounding operational context is reviewed, changed, challenged and re-checked.

Operate the Passport as a living proof record

Identity remains stable while operational context is reviewed, updated and re-checked.



OPERATING LAW

Change supported context around the canonical Agent ECZ-ID. Do not mint a second identity for the same logical agent merely because its provider, endpoint, model or version changed.

Control plane

Dashboard - authenticated customer actions

Proof plane

Resolver - public read-only re-check

FIRST OPERATIONAL CHECK

Start every review from the canonical record

Before changing anything, confirm that you are operating the intended Agent Passport and that the public proof matches the intended current context.

- Find the canonical Agent Passport in Dashboard.
- Confirm the intended organisation / Parent context where supported.
- Review current published state.
- Review the bindings relevant to the agent now.
- Review evidence and freshness where operationally important.
- Open Resolver and confirm the public proof matches the intended context.
- If a required authority/delegation context matters for an action, inspect it separately.

STOP CONDITION

If you cannot confidently identify the canonical Agent Passport, do not create a new one as a workaround. Investigate account, Parent, issuance or identifier issues first.

Good starting evidence

Correct ECZ-ID, expected Parent/organisation relationship, current state and relevant binding.

Escalate when

The record is missing, stale, duplicated, unexpectedly related or shows a state/binding that does not match the intended object.

DASHBOARD VS RESOLVER

Operate privately; prove publicly

The customer control plane and public proof surface have different jobs. Avoid treating one as a substitute for the other.

DASHBOARD

Authenticated customer experience for permitted estate actions. Use it to find the Passport, inspect available lifecycle controls, manage supported context and access operational views permitted to your role.

RESOLVER

Public, read-only proof surface. Use it to confirm the bounded public record after changes and to let counterparties independently re-check identity/context.

BOUNDARY

Dashboard is control, not public proof. Resolver is proof, not mutation/control.

Public

ECZ-ID, Passport family/object, published relationship/state/bindings/evidence according to the record.

Private

Account controls, internal recovery, secrets and customer-private data that are not intended for public proof.

CHANGE MANAGEMENT

Keep bindings current without breaking identity continuity

When the same logical agent moves, changes model, endpoint, runtime or provider, update supported context rather than creating another identity.

Binding change

Update the supported endpoint, manifest, MCP/API surface, repository/package reference or other binding while retaining the same Agent ECZ-ID where appropriate.

Evidence update

Refresh or add supported evidence when old evidence is stale, out of scope or a stronger source becomes available.

Responsibility change

Use the supported control path for legitimate organisation / Parent context change, then re-check Resolver proof.

Authority / delegation change

Treat action-specific authority as mutable context. Re-evaluate it independently of persistent identity.

AFTER EVERY MATERIAL CHANGE

Re-resolve the Agent ECZ-ID and confirm that the intended public record is visible before a consequential counterparty relies on it.

LIFECYCLE SIGNALS

Operate according to the state actually published

The system may expose lifecycle/current-state signals. Treat them as explicit point-in-time context and do not invent states that are not present.

CURRENT / ACTIVE WHERE PUBLISHED

Operate according to current published state and applicable policy. Re-check before higher-consequence actions when freshness matters.

SUSPENSION / REVOCATION / DEGRADATION WHERE SUPPORTED

Treat these as signals requiring re-check and potentially challenge or denial according to policy.

RETIREMENT / END OF USE

Preserve the integrity of the historical identity/evidence context according to supported lifecycle behaviour rather than repurposing the identity.

REACTIVATION / CHANGE

Re-evaluate state, bindings and evidence before relying on a previously inactive or materially changed Agent Passport.

AUTHORITATIVE STATE

The live Dashboard and Resolver record are authoritative for the states and actions actually supported.

DUPLICATE PREVENTION AND PROVIDER MIGRATION

Keep one canonical identity for the same logical agent

A provider move should normally change bindings and context, not create a second canonical Agent ECZ-ID.

Before creating

Search for and reuse the relevant account, Parent and Agent Passport where supported.

During migration

Keep the same Agent ECZ-ID for the same logical object and update provider-native bindings/evidence.

If a duplicate appears

Treat it as an identity-governance/support issue. Do not silently operate both records as if they were equivalent.

If a binding is wrong

Correct/escalate the binding; do not mint a new Agent ECZ-ID merely to escape an incorrect association.

CANONICAL RULE

Provider-native identity remains a binding. ECZ-ID remains the canonical identity authority for the Passport record.

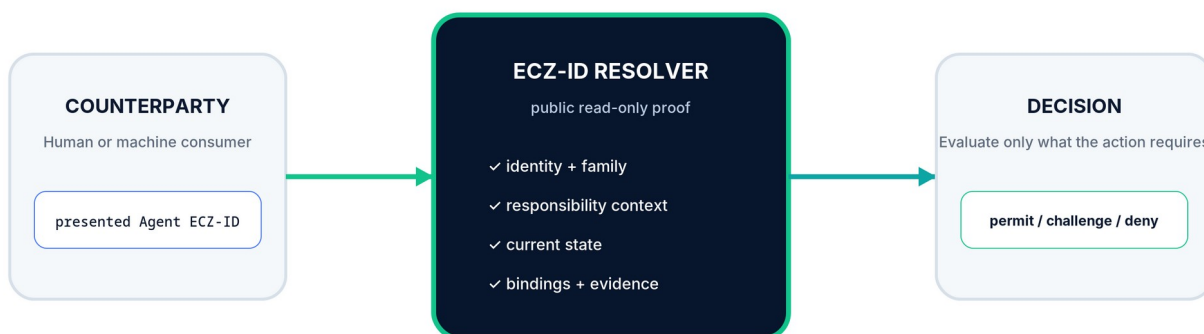
RESOLVER RE-CHECK POLICY

Choose freshness based on consequence

Not every interaction needs the same freshness. Define when the consumer must re-resolve state, evidence and authority context.

Independent re-check when freshness matters

Human and machine consumers can resolve the same Agent ECZ-ID again before consequence.



GET https://api.ecocitizenz.com/api/p/{ecz_id}.json

Absent required data = not established. Re-resolve according to freshness policy.

LOWER CONSEQUENCE

Use the freshness policy appropriate to your application and evidence needs.

CHANGING CONTEXT

Re-resolve when endpoint, operator, state, evidence or authority may have changed.

HIGHER CONSEQUENCE

Re-check immediately before consequence when policy requires current proof.

ABSENT REQUIRED PROOF

Treat it as not established; challenge, deny or obtain the needed evidence/context according to local policy.

RECOVERY AND ACCOUNT ACCESS

Recover the control plane without corrupting identity

An account-access problem is not a reason to create another Passport or Parent.

SIGN-IN / RECOVERY

Use the supported account recovery or sign-in method. Preserve the existing organisation / Parent and Passport relationships whenever the intended identity already exists.

AFTER RECOVERY

Confirm Dashboard shows the intended estate, then re-check Resolver proof for the affected Agent ECZ-ID before resuming consequential operations.

DO NOT DO THIS

Do not intentionally create a fresh account / Parent / Agent Passport merely to work around sign-in or visibility problems.

Support context to include

Failed step, occurrence time, visible error, ECZ-ID or Passport ID if available, and appropriate AWS/account context. Do not send passwords, API keys, registration tokens, certificates or other secrets.

TROUBLESHOOTING MATRIX

Common operational failures

Identify the symptom, protect the canonical identity, then take the narrowest corrective action.

Passport not found

Confirm ECZ-ID and acquisition/issuance status; distinguish not-found from access or copied-ID error.

Stale data

Re-resolve; update supported binding/evidence if the underlying context legitimately changed.

Incorrect binding

Correct/escalate the binding rather than minting a second identity.

Missing evidence

Treat it as absent and obtain/publish appropriate supported evidence.

Unexpected responsibility

Challenge the record/use and investigate the Parent/organisation context.

Authority mismatch

Evaluate action-specific authority separately; identity alone does not override the mismatch.

SUPPORT ESCALATION

Give support enough context - never secrets

Good escalation accelerates recovery without exposing credentials or creating duplicate identity.

INCLUDE

- ECZ-ID / Passport ID if available
- Failed stage or operational action
- Visible error
- Occurrence time
- Relevant AWS/account context where appropriate
- What changed immediately before the issue

NEVER INCLUDE

- Passwords
- API keys
- AWS Marketplace registration tokens
- Private keys/certificates
- Unrelated customer-private data
- Secrets copied from runtime logs

SUPPORT

support@ecocitizenz.com

Escalation principle

Preserve the canonical identity first. If the issue is a state, binding, evidence, access or acquisition problem, fix that problem rather than creating a parallel identity record.

OPERATOR RUNBOOK

The one-minute Agent Passport operating card

Use this after changes, during periodic review or immediately before a high-consequence interaction.

- Find the canonical Agent Passport.
- Confirm expected Parent / organisation context.
- Read current published state.
- Inspect current bindings.
- Review evidence and freshness.
- Evaluate authority/delegation separately if the action requires it.
- Re-resolve in Resolver.
- Challenge or escalate anomalies; do not mint duplicates.
- Use supported account recovery for access problems.
- Send support context - never secrets.

MACHINE-READABLE RESOLVER**GET https://api.ecocitizenz.com/api/p/{ecz_id}.json**

Support: support@ecocitizenz.com